

PROGRAM INFORMATION

PROGRAM REGISTRATION | All classes require advance registration and fee payment. Programs will not be prorated. To receive the discounted member rate you must be a member of the Fox Valley Family YMCA. Classes may meet on some holidays, please check with your instructor. All private lessons must be registered and paid for at the front desk. Programs with low enrollment are generally cancelled one week prior to start date. By participating in a YMCA program it is assumed that all participants using the facility agree to the waiver of liability. Waiver can be found on your program receipt or online. Two fees are listed by each class. The first fee is the discounted fee a FULL PRIVILEGE MEMBER pays and the second is the fee a NON-MEMBER pays. **Members may register at any time, non-members must register two weeks prior to class start date.**

PROGRAM CANCELLATION POLICY

A \$10 service charge applies on all eligible credits/refunds and may be used by any family member. Credits may be carried forward for a maximum of six months from the issue date. Fees paid for programs cancelled by the YMCA will be made available for full credit or refund. Program cancellation by a participant must be in writing and may be subject to a service charge as listed above and processed as a credit as follows:

- Cancellation prior to the first class meeting = full refund or credit
- Cancellation at/after the first class meeting will result in a prorated credit only.
- Cancellation due to involvement in another YMCA program, full credit will be given.
- Cancellation due to injury/illness, must be made in writing with a detailed, legible doctor's note attached. In the event that equipment or uniforms have been ordered, an additional fee will be charged to cover those costs and the participant will still receive the equipment or uniform. Prior to registering, individuals are encouraged to contact the program director for concerns, time conflicts or necessary evaluations.

Due to limited facility availability, makeup classes are dependent on department and availability. Check with the Program Director for details. Cancellation Policy is subject to change. Note: Credit may take up to two weeks to process.

HOLIDAY/REFUND DISCLAIMER

| The Y does not hold classes on certain holidays so that our members and participants may spend time with their families. We do not prorate for these classes.

WAITING LISTS | You may request to be placed on the program's waiting list, if a class has reached the maximum. However, the waiting list is not a guarantee that the class will be offered or that registration is confirmed. Payment must be received at the time of registration to hold your spot on the roster.

YOUTH RESTRICTIONS | All children 11 and under must be in a supervised activity or with an adult 18 or older when using the facility. Children 14 or older may use the Fitness Center. Only children ages 5 and under are allowed to pass through the opposite sex locker rooms. Parents are encouraged to change all children of opposite sex age 5 and under in the designated areas.

ADA Statement: The Fox Valley Family YMCA supports the intent and spirit of the Americans with Disabilities Act. The Central Branch is handicapped accessible including a chair lift for entry and exit into/out of our pool and chair lift to access our second floor. The West Branch is handicapped accessible as well.

CODE OF CONDUCT | In keeping with our Christian values: Caring, Honesty, Respect, and Responsibility, all members are expected to behave appropriately while using the facilities. Those who choose to act inappropriately as defined by YMCA staff may be asked to leave the building. Major or repeat offenses can lead to a membership suspension or revoking all privileges.

*The Fox Valley Family YMCA reserves the right to review the criminal misconduct of all members and guests. This includes, but is not limited to, a review of the sex offender and violent offender histories available, at the time. This review may be performed at any time.

The Fox Valley Family YMCA reserves the right to deny access or membership to any person who has been 1) convicted of any crime of a sexual or violent nature or 2) is or has been registered as a sex offender or violent offender. The Fox Valley Family YMCA also reserves the right to suspend access or membership to any person accused of the items listed above prior to the resolution of any charges or court proceedings.

The CEO or Executive Committee shall have the authority to waive application of this policy for reasons of good cause shown.

GIFT CERTIFICATES | Gift certificates are non-refundable. We are not responsible for lost or stolen gift certificates. Gift certificates won through other organizations are only valid for six months from date of donation.

SCHOLARSHIPS | It is the policy of the Y to provide services for any adult, senior, or child who desires to participate and understands the benefits of the YMCA. Those not able to pay the full fee may be awarded partial assistance based on their demonstrated ability to pay and the YMCA's ability to fund the subsidy. Financial aid will only be provided for Fox Valley Family YMCA members. Non-members are not eligible for financial aid. Families receiving financial aid will be eligible to receive a maximum of \$1,000 for every six months.

ACTIVE DUTY MILITARY | Members who are enlisted in the U.S. Military and are title 10 personnel may be eligible for a military membership. Those interested in applying for a Military Family Membership Discount, may fill out an application at the front desk.

MEMBERSHIP CARDS | All members must scan their membership cards upon entering the YMCA. There is a \$5 charge for replacement cards. Membership cards are issued to members age 11 and older. The loaning of your membership card will result in termination of membership privileges. Members who do not have their cards upon entering the Y will need to show a photo ID.

CHANGE OF ADDRESS | Please notify us of any change in your contact or credit card information by completing a form at the Front Desk. You may also call 630-552-4100 or via email to mwinkelman@foxvalleyymca.org.

YMCA AWAY PROGRAM | The welcome mat is always out to you as a member at over 2500 YMCAs across the US. Present your membership card at participating Y's. Those using our Y on the AWAY program may use our facility at no charge but may not bring guests, excluding those who are members of a Y within a 25 mile radius of our Y. (Any Y within a 25 mile radius of the Central Branch may use the facility 1 time per month as an AWAY Member. After their first initial visit per month they will need to purchase a day pass.) If there was a previous annual membership, the membership will be transferred to the Fox Valley Family YMCA once the \$25 fee is paid and it will expire on the original date of the membership. It is the responsibility of the individual to cancel their membership with their previous Y. Paying the transfer fee does not automatically cancel any existing memberships. AWAY members will be charged the non-member fee for classes.

GUEST POLICY | Members are always invited to bring in friends and encourage them to join. Y members are limited to one guest per member visit. Each guest is limited to three visits in a 12 month period. Guests are required to present a valid photo I.D. and must be accompanied by a Y member. It is the responsibility of each member and their guest to abide by the rules of the Y and to act in an appropriate manner. Any person abusing the Y and/or exhibiting disruptive behavior will be asked to immediately vacate the premises without a refund. By participating in a Y program, it is assumed that all guests using the facility agree to the waiver of liability. Waivers can be found at the front desk.

Please note that the Y reserves the right to limit or deny guest pass privileges at any time. Also, note that members are responsible for their guest's actions. Guest passes are not replaceable if lost or stolen.

LOCKERS | Lockers may be rented for a fee per month. Locker fees are non-refundable. Lockers are also available for daily use, please bring your own lock. The Y is not responsible for any lost or stolen items.

PROGRAM INFORMATION

PAYMENT PLANS | Membership fees are payable through a monthly bank or credit card draft. The monthly amount is debited directly from your account on the 15th of every month. Drafts are ongoing until cancelled in writing by the primary member no less than 10 business days prior to your draft. Cancellations are accepted in person only. Please keep in mind, MEMBERSHIP FEES ARE NON-REFUNDABLE.

MEMBERSHIP CATEGORIES

YOUTH - Children ages 1-13

HIGH SCHOOL - Any person ages 14-18

YOUNG ADULT - Any person ages 19-24

ADULT - Any person 25 years or older

FAMILY - One adult or legally married couple with or without dependent(s). Dependent(s) must be living in their household and under the age of 18, or 23 with proof of full-time college credit hours. These credit hours must be presented when membership is commenced and with every subsequent renewal.

HOUSEHOLD - Our family membership plus one additional adult.

SENIOR - Any person 65 years or older

MEMBERSHIP CANCELLATION POLICY

Your membership is important to us, if there is anything we can do to improve your member experience please let us know. **Memberships are not available for credit or refund.** Memberships may be placed on hold once per calendar year and will be charged a \$10 monthly hold fee. Holds are limited to a maximum of four consecutive months. Annual expiration dates will roll over according to the number of months membership is placed on hold. There are no refunds on annual memberships. Bank draft cancellation forms must be completed 10 business days prior to the draft. Cancellations will not be accepted by fax, e-mail, or USPS mail. YMCAs are individually operated, therefore memberships are non-transferable. YMCA AWAY privileges may still apply. If you have a circumstance arise and need to cancel, you must notify the YMCA Membership Department within 72 hours of joining. If the member was enrolled in a Y class, the difference between the member and non-member rate will be taken from the refundable amount. All requests are subject to a \$10 processing fee. Cancellation Policy is subject to change.

DISCLAIMER | The Fox Valley Family YMCA has made every effort to prepare this brochure as accurately as possible, however, errors can occur. Circumstances may require that adjustments be made to programs, fees, schedules, etc. The YMCA reserves the right to make any such adjustments. We apologize for any inconvenience these errors or adjustments may cause. The Fox Valley Family YMCA reserves the right for interruption of facilities and services at any time and without credit, refund, or compensation. Pool and Facility will be closed annually for maintenance.

**FREE
KIDS ZONE
WITH A FAMILY
MEMBERSHIP!**

LIVE HEALTHY GET ACTIVE

DISCOVER YOUR INNER STRENGTH AT THE FOX VALLEY FAMILY YMCA BEING A Y MEMBER MEANS...

- › No contracts!
- › Reduced prices on programs, such as swimming, dance, music, gymnastics, soccer and more!
- › Belonging to an organization that cares and gives back to our community.
- › Unlimited water & group exercise classes ranging from Les Mills BodyPump® to Yoga
- › Early Learning Academy Preschool and Child Care Programs
- › Year-round use of our heated, indoor pool and full size gymnasium at our Central Branch

FREE KIDS ZONE WITH A FAMILY MEMBERSHIP

Kids Zone is our on-site child activity center where we will care for your children while you participate in Y activities. Crafts, story time, and our outdoor playground all await your child in our Kids Zone.

See page two for Kids Zone hours at Central and West.

MONTHLY CARD | \$30M/\$40NM

