MEMBERSHIP HANDBOOK
RULES, POLICIES, CODE OF CONDUCT, AND AGE REQUIREMENTS
YMCA OF GREENVILLE
LET’S GET STARTED

Welcome to the Y! You are now a part of a community of men, women, and children joined together by a shared commitment to nurture the potential of kids, promote healthy living, and foster a sense of social responsibility. The Y is made up of people of all ages and from every walk of life working side-by-side to strengthen communities. Together we work to ensure everyone, regardless of race, gender, income, faith, sexual orientation, or cultural background, has the opportunity to live life to its fullest. The Y is a force for building bridges among all people as we share the values of caring, honesty, respect, responsibility, and faith.

This handbook is a great tool to help you get acquainted with our facilities and understand policies and age guidelines. Some age requirements, policies and amenities will vary depending on which facility you are visiting. We encourage you to take some time on your first visit to speak with any one of our helpful staff members to better understand your branch’s amenities, rules, policies, and age requirements.

OUR MISSION

The YMCA of Greenville, following the example of Christ, builds healthy spirit, mind, and body for all.
MEMBER
CODE OF CONDUCT

The following conduct may result in the denial of membership to any YMCA of Greenville facility. This list is not exclusive, and the YMCA of Greenville reserves the right to deny or revoke membership to any person if, in the YMCA’s sole discretion, such membership is detrimental to the health, safety and enjoyment of its employees or members.

- Membership cards or valid ID must be presented at the Welcome Center each time you enter. Members without a membership card or photo ID may be denied entry.
- A photo ID is required for all National Members and guests.
- Appropriate clothing is required and expected for a co-ed environment. Shirts or cover-ups are to be worn over sports bras. Shirts and shoes are to be worn at all times. However, athletic shoes or closed-toed shoes are required in the Wellness Center and weight room. Shirts and shoes are not required where bathing suits are permitted. Shirts on males are not required in the Functional Training Area at the Caine Halter and GHS YMCA Program Center facilities.
- Using a camera at the YMCA is not allowed without approval from YMCA staff. Cell phones must remain silent while in the facility. Phone calls should be made away from program areas, Wellness Center, pool areas, childcare areas, and outside of the locker rooms. Music devices should be used with headphones and set at a volume that does not disturb other members.
- The YMCA limits solicitations, surveys, petitions, distributions and conducting non-YMCA business on its premises, whether made by Y members or groups not associated with the YMCA. Personal training by instructors not approved by the YMCA, and the selling of home and business products are prohibited.
- Refrain from the use of foul language, abusive actions, or any other inappropriate behavior.
- The Y is a drug, alcohol, weapons, and tobacco (including e-cigarettes) free zone.
- Stealing or behavior which results in the destruction of property may result in termination of YMCA membership.
- Sexual activity of any kind is prohibited.
- Certain felony convictions may result in termination of YMCA membership.
- Recognize that the values of caring, honesty, respect, and responsibility are expected to govern behavior at all times.
- All guests and participants will be required to have their picture taken on their first visit.

The protection of our members and guests participating in our programs and/or using our facilities is of paramount interest of the YMCA of Greenville. At this time, the YMCA of Greenville reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse or is a registered sex offender. All employees, volunteers, and members are screened against the national sex offender registry.
MEMBERSHIP POLICIES

Membership Categories and Definitions

Branch Memberships:

- **Household** – Allows two adults living in the same household, and their dependents (26 and younger) full access to the facility including Child Watch.
- **Adult with Dependent** – Allows one single adult and any dependents (26 and younger) living in the same household full access to the facility including Child Watch.
- **Adult** – Allows one adult, age 27-64, full access to the facility.
- **Senior** – Allows one adult, 65 years of age or older, full access to the facility.
- **Young Adult** – Allows one young adult, age 19-26, full access to the facility.
- **Teen** – Allows one teenager age 13-18 full access to the facility.

PATH Memberships

Allows use of all YMCA of Greenville location and the Greenville Health System Life Center

- **Adult** (age 24-64) – Allows one adult, age 24-64, full access to the facility.
- **Household** – Allows two adults and any children living in the same household full access to the facility including Child Watch.

GUEST POLICY

Guests are always welcome at the YMCA! Local, in-town guests, accompanied by members, may use the facility a maximum of two (2) times per calendar year at $10 per visit. There is a maximum of one (1) guest per member per visit. To ensure the security of our participants, we require a photo ID for each guest unless the guest is under 16 years of age. Any guest 13-17 may remain in the facility without a parent or guardian on-site provided they were signed in by a parent or legal guardian age 18 or older. Any member who signs in a guest is fully responsible for the guest and their actions while on YMCA premises. The guest must remain with the member at all times. Members with out-of-town guests may contact the Membership Director 24 hours before their visit to arrange guest visits during these times. The YMCA reserves the right to limit guest usage during peak hours. All guests are required to provide a picture ID and must have their picture taken on their first visit. Any guest under the age of thirteen (13) must have a legal parent or guardian remain on site. Some facilities do not allow guests to utilize the Child Watch program. Please call your facility before bringing a guest with children.
NATIONWIDE MEMBERSHIP

Nationwide Membership enables active, full-facility Y members to visit any participating YMCA in the United States. Please contact the YMCA you plan to visit to learn about their policy.

CANCELLATION POLICY

The YMCA of Greenville requires a ten (10) business day written notice to cancel a current Y membership. If less than a ten (10) business day written notice is given, your membership will be drafted one more time, at which time you will have access to the facility for the remainder of the month. Members have thirty (30) days to rejoin without being charged the joining fee.

MEMBERSHIP HOLD POLICY

Your YMCA membership may be placed on hold for up to three (3) months for medical reasons with a valid doctor’s note. All holds must be approved by the Membership Director.

CHANGE OF INFORMATION POLICY

Any changes to your current membership information, address, bank information, adding or deleting members, or changing your membership type requires a ten (10) business day notice. If you draft from a debit or credit card, please remember to visit the Welcome Center and update your card information if you receive a new credit or debit card.

TRANSFERRING YOUR MEMBERSHIP TO ANOTHER YMCA

Please see the Welcome Center if you wish to transfer your membership to another YMCA of Greenville facility. If you are transferring to a YMCA outside the Greenville area, we will be happy to provide you with a letter of transfer. This letter may allow you to waive your joining fee at many YMCAs across the nation. Please cancel your membership with the YMCA of Greenville before transferring to a YMCA outside of Greenville.

PAYMENT AND RETURN POLICY

The YMCA offers two options for payment.

- **Draft:** Members can draft their membership fees monthly from a checking account, savings account, debit or credit card. Should your draft be returned to us for any reason, you are responsible for that draft payment, and a $25 YMCA service charge in addition to any fees your bank may charge.

- **Annual:** Members can pay the full year (12 months) at time of registration. The YMCA of Greenville will refund any remaining annual membership dues upon cancellation.
Facility Rules and Age Requirements

Facility Access Age Requirements (Facility hours and access may vary depending on which facility you are visiting. Please call your branch for information.)

- **0-9 years old**: Child must be participating in a YMCA program or directly supervised by a parent or guardian 18 years of age or older.
- **10-12 years old**: Child may be on the premises unsupervised for a maximum of two hours per day only while a parent or guardian is also on the premises.
- **13 and older**: Individual may be on the YMCA premises without parent or guardian.

Wellness Center

Wellness Center House Rules

- Appropriate clothing and footwear is required. No sandals or flip-flops.
- Use of spotters and collars when training with free weights is recommended.
- Please return all plates, dumbbells, and bars to their proper place after use.
- Abuse of equipment is not tolerated.
- Please wipe down equipment after each use.
- Please limit time on all cardio equipment to thirty (30) minutes during peak hours.
- Please allow others to work in between your sets when they are waiting.
- Please be respectful with language and tone towards others.
- Please take cell phone calls outside of the Wellness Center.
- Use of cameras, camera phones or any other photographic equipment is not permitted.
- Please only use drink bottles with caps in the Wellness Center.

Wellness Center Age Requirements

- **10-12 years old**: May use the cardio equipment and designated weight machines with the supervision of a parent, guardian or YMCA Staff member. An orientation with Wellness Staff is required. The cardio theater located at the GHS YMCA is reserved for members ages thirteen (13) and older.
- **13-14 years old**: Individual does not have to be accompanied by a parent and may use the weight machines excluding free weights. An orientation with Wellness Staff is required.
- **15 years and up**: Does not have to be accompanied by a parent and has full access to the Wellness Center including cardio equipment, weight machines and free weights. An orientation with Wellness Staff is recommended.
GROUP EXERCISE
CLASSES

Group Exercise Class House Rules

• Anything that disturbs others or the instructor during class is not tolerated. Please keep talking to a minimum during class and refrain from using head phones while participating in a group fitness class. Please arrive early or on time for class; it is disruptive to interrupt a class once it has started.

• Please take cell phone calls outside of the group exercise class. Use of cell phones, including texting, social media, or other apps, is not permitted during class time.

• Use of cameras, camera phones or any other photographic equipment is not permitted.

• Tennis shoes are required (no open-toed shoes with the exception of some mind/body classes).

• Individuals must actively participate.

• Appropriate clothing is required. No bare midriffs.

• Place all bags, coats, extra shoes etc., in the locker room (locked) or on designated shelving/hooks.

• If you find it necessary to leave class early, please advise the instructor that you will be leaving early. Please exit the class in a manner that does not disturb the rest of the class.

• Please follow the instructor’s lead as they will always include modifications. All instructors are certified and trained to lead a safe and effective workout.

• All classes are subject to change due to instructor substitutions/availability, class attendance or if emergency situations arise. Class cancellation may occur in extreme situations, but every effort will be made to avoid these circumstances.

• Some classes may require participants to sign up ahead of time. Please check your facility’s schedule to know which classes require a reservation.

Group Exercise Class Age Requirements

• **10–12 years old:** May participate in designated group exercise classes with a parent or guardian.

• **13 and older:** May participate and attend all group exercise classes without a parent.
AQUATICS
Pool House Rules
(Caine Halter, GHS and Eastside Facilities only)

- Swimmers must wear appropriate swim wear at all times. Gym shorts, cutoffs or ripped suits and revealing swim wear is not considered appropriate swim wear. The Y asks all members to remember the family environment and choose the style of your swimsuit accordingly. Members wearing inappropriate or revealing swim wear may be asked to leave the aquatics area.
- Walk at all times on the pool deck.
- Use only approved Coast Guard personal flotation devices. No inflatable flotation devices will be allowed. This includes water wings, tubes, rafts, etc.
- Always enter the water facing forward without flipping.
- No diving in water. Shallow water diving is prohibited as paralysis or death may occur.
- Keep off lap lanes and lifelines; only use if needing temporary support.
- Breath holding and prolonged underwater swimming is prohibited.
- Anyone non-potty trained needing a diaper should wear a swim diaper and rubberized pants/swimsuit in and around the water at all times. Disposable diapers are prohibited.
- Chewing gum, eating and drinking in the pool are prohibited. No outside food is allowed. Members are allowed to bring food or snacks to our outdoor pools only. Glass containers are not allowed in the pool area.
- Pushing, dunking, splashing, rough play, and fighting are prohibited.
- Playing on, climbing on, or swimming through the railing is not allowed.
- If the whistle blows, stop, look, and listen to the Lifeguards.
- All members must shower before entering the pool.
- All toys must be approved by the Lifeguard or Aquatic Director. Water guns, hard balls, and inflatable flotation devices are not allowed.
- Lap lanes are for lap swim only. Open swim is not allowed.
- Do not scream or yell for unneeded help.
- Ask a Lifeguard before borrowing any pool equipment and put borrowed equipment away neatly.
**Spa House Rules**
*(Eastside Facility only)*

- Elderly persons and those suffering from heart disease, diabetes, or high or low blood pressure must consult their physician before using the spa.
- The use of the spa while under the influence of alcohol, anticoagulants, antihistamines, vasoconstrictors, stimulants, hypnotics, narcotics, or tranquilizers must be avoided.
- Pregnant woman may not use the spa pool without consulting their physician.
- Persons may spend no more than fifteen (15) minutes in the spa at any one (1) session. Long exposure may result in nausea, dizziness, or fainting.
- The maximum temperature allowed by the South Carolina Department of Health and Environmental Control for any spa is 104 degrees Fahrenheit.

**Sauna and Steam Room House Rules**
*(Caine Halter, GHS and Eastside Facilities only)*

- If you have a history of health problems, you must consult your doctor before using the sauna or steam room.
- Please shower before using the sauna or steam room.
- The sauna and steam room are for relaxing. Members must use the sinks or showers to shave.
- Please shower after using the sauna or steam room and before using the pool.
- No newspapers, magazines, books or other paper products are permitted in the sauna or steam room.
- Please wear or sit on a towel.
- Shoes and clothes, including neoprene or plastic “sweat suits”, are not permitted in the sauna or steam room.
- Allow a five (5) minute cool down period after exercise before entering the sauna or steam room.
- Limit your exposure to ten (10) minutes per sitting.
- Allow a five (5) minute cool down period after exiting the sauna or steam room.
- Avoid dehydration and drink plenty of water before entering and after using the sauna or steam room.
Aquatics Age Requirements
(Caine Halter, GHS and Eastside Facilities only)

- 14 and under: Must pass the swim test or wear an approved life jacket.
- 0-4 years old: Children this age must have a parent or responsible adult in the water within arm’s reach at all times.
- 5-12 years old: Children this age must have a parent or responsible adult with them in the water or on the pool deck at all times.
- 13 years of age and up: Children this age may be in the pool without a parent present.

Swim Test Policy

- Jump into the pool, submerge fully, return to the surface and begin swimming.
- Swim 25 yards without stopping or touching the bottom of the pool in a horizontal position using a forward crawl stroke. The swimmer’s arms must achieve full extension in every stroke and he or she must maintain the stroke for the full 25 yards.
- Tread water for 30 seconds.
- Exit the pool without assistance, using the wall.

Cell phone use should be limited in the Aquatics area. Use of cameras, camera phones or any other photographic equipment is not permitted.

Lifeguards are the final authority of the aquatics area. The Lifeguard reserves the right to remove any person from the pool area if he or she acts in an unsafe manner or are creating an unsafe or dangerous situation for themselves or others.
GYMNASIUM
(CAINE HALTER,
GHS AND EASTSIDE
FACILITIES ONLY)

Gymnasium House Rules

• All patrons must be checked in at the Welcome Center.
• Anyone under the age of ten (10) must be accompanied by an adult.
• Non-marking indoor shoes are required for use of the gym.
• Shirts must be worn at all times.
• Any type of food or drink is prohibited in the gym. (Plastic water bottles are permitted).
• YMCA Basketballs are available for check-out at the Welcome Center and must be returned before leaving the facility.
• Basketballs are for playing basketball only and should not be kicked or thrown at others or walls.
• Emergency exits are for emergencies only. Anyone using these doors for any other purpose will be asked to leave the facility and their membership may be revoked.
• Please be courteous to other members and staff.
• Cell phone use should be limited in the gym.
• Use of cameras, camera phones, or any other photographic equipment is not permitted.
• Rough play or profanity will not be tolerated. Any persons caught fighting or using profanity will be asked to leave the facility and their membership may be revoked.
• No dunking or hanging on rims or nets.
• Full court pick-up games may only take place during designated times or if two or more courts are available for play. The YMCA has the right to discontinue a pick-up game if it is deemed necessary.
• All gymnasium rules and regulations are subject to change at the discretion of the YMCA. This will only be done to increase the quality of service provided and to ensure each of our members and guests are safe.
CHILD WATCH
AND H.Y.P.E. CLUB

One of the most valuable services the YMCA of Greenville provides is FREE Child Watch for those that hold Household Memberships. Child Watch is for children ages six (6) weeks to twelve (12) years old. During Child Watch hours, you can bring your child in to play with other kids his or her age while you work out, take a group exercise class, or swim laps. You may bring your children to Child Watch for up to two (2) hours per day while you exercise or participate in programs. We ask parents to remain on-site unless utilizing the Swamp Rabbit Trail or other outside fitness activity and stay within a five (5) mile radius of the branch.

Child Watch House Rules

• Babies should arrive fed and with a clean diaper.
• Label each of your child’s items with his/her full name.
• Communicate to staff regarding your child’s individual needs.
• Assist in protecting your child by following your branch’s sign-in/out policies.
• Adhere to the two (2) hour time limit per day for Child Watch services.
• Please do not enter the Child Watch area without permission from the staff members.
• No outside toys.
• No outside food.
• No electronics (Kindle, iPad, phones, etc.)
• Please provide your child with change of clothing, diapers/pull-ups and baby wipes if not potty-trained and a pacifier, if your child uses one.
• Infants may have a prepared, labeled bottle.
• If children in Child Watch become upset, staff will try holding, soothing and entertaining upset children. If they are unable to soothe an upset child after ten (10) minutes, staff will contact the parent to sign the child out of Child Watch for the day.

Please obtain a copy of your branch’s Child Watch Parent Handbook available for more information on behavior and illness policies at each facility.

H.Y.P.E. Club (Healthy Youth Positively Engaged)

H.Y.P.E. Club is for older kids that may have outgrown our regular Child Watch Program. H.Y.P.E. Club is geared toward kids ages 8-12 years old and focuses on activities that are more appropriate for their age. During H.Y.P.E. Club, kids participate in group games, gym time, open swim time, sports, board games, dance parties, fit kid classes, active play video games and so much more! Visit your branch for a complete listing of H.Y.P.E. activities.
**LOCKER ROOMS**

All of our facilities have locker rooms for changing, showering, and safely storing your items while you are at the Y. All of our locker rooms are for day use only. Please do not leave your belongings in the lockers overnight as they will be removed by our custodial staff at the end of each day. Locks are not provided. We encourage you to bring and use padlocks to secure your belongings.

**Locker Rooms House Rules**

- **GHS and Caine Halter facilities** have separate adult and youth locker rooms. We require members eighteen (18) and older to use the adult locker rooms, and any member under the age of eighteen (18) to use the youth locker rooms. Adult males may accompany youth males into the youth lockers rooms and adult females may accompany youth females into the youth locker rooms. Parents with opposite gender children are asked to use the family locker rooms.

- **For Eastside, George I. Theisen and YMCA Program Center:** At the discretion of the parent, daughters up to age two (2) may accompany their fathers into the men’s locker room, and sons up to age two (2) may accompany their mothers into the women’s locker rooms. Fathers of daughters three (3) and older and mothers of sons three (3) and older are asked use the family locker rooms.

- Everyone’s privacy is worth respect. Please keep your cell phones in your gym bag, pocket or purse while you’re in the locker room.

- Electronic devices are not permitted in the locker rooms.

- Children twelve (12) and under must be accompanied and supervised by a parent or guardian and must follow the locker room usage and age requirements stated above.

- As a family-friendly locker room, we ask members to be as modest and discreet as possible.

- Lock your locker. Unlocked lockers are easy for anyone to access.

- If your facility offers a towel service, please return towels to the collection bins after use.

**VALUABLES**

Unfortunately, not everyone lives up to the Y’s Core Values of Honesty, Responsibility, Respect, Caring, and Faith. Do not leave valuables in your car! The Y provides free day lockers for your use. Simply bring your own lock, and take it with you when you leave. The YMCA of Greenville is not responsible for lost, damaged, or stolen property.

**PET POLICY**

Pets are not permitted on any YMCA of Greenville property with the exception of service animals.
Corporate Wellness Programs

At the YMCA of Greenville, building a healthy workforce is key to a successful bottom line. We know that employees are a company’s most valuable asset. A growing body of evidence suggests that investing in the well-being of your workforce will yield powerful results. Contact us today for a partnership to help your company become healthier and more successful!

Financial Aid

The YMCA of Greenville embraces people of all ages, incomes, abilities, religions, and ethnic backgrounds; we’re for everyone. We work to break barriers of isolation and create the connections between people that add meaning to life. Children and families who cannot afford to pay full price for memberships or our programs still deserve the life-enriching experiences the Y offers.

Participants with a financial need are encouraged to apply for scholarships for any portion of the program or membership fee that is not affordable. The YMCA uses a sliding scale to evaluate each applicant on an individual basis. Let us know your need, and we will work to help you. At the Y, we never turn anyone away because of an inability to pay.

Volunteer

There are many ways to volunteer your time at the Y. No matter what your special talents or interests are, you can make a difference in someone’s life by volunteering at the Y. Coach a team, tutor a child, help build a trail, or serve on a committee... there are many great opportunities here.