



YMCA of Metropolitan Washington

Membership Handbook

YMCA of Metropolitan Washington
Membership Handbook

Table of Contents

| | |
|--|----|
| Welcome | 3 |
| AWAY Program | 4 |
| Building Maintenance & Branch Revitalization | 4 |
| Camera Usage | 4 |
| Mobile Device Usage | 4 |
| Code of Conduct | 5 |
| Dress Code | 5 |
| Emergency Procedures | 6 |
| Facility Requirements | 6 |
| Wellness Services | 7 |
| Wellness Equipment | 8 |
| Financial Assistance & Scholarships | 10 |
| Gratuities | 10 |
| Guest Policy | 10 |
| Inclement Weather | 10 |
| Membership Cancellation | 10 |
| Membership Card | 11 |
| Membership Categories | 11 |
| Membership Fees & Payment Procedures | 12 |
| Membership Leave of Absence | 13 |
| Membership Records | 14 |
| Membership Transfers | 14 |
| Refunds/ Credits | 14 |
| Smoke-Free/ Drug-Free Environment | 14 |
| Outstanding Service | 14 |

*The YMCA of Metropolitan Washington reserves the right to modify the policies and procedures contained in this document at any time. Members are responsible for reading and complying with any and all notices posted at YMCA locations or sent to their attention.
Revised September 2016*

WELCOME

Welcome to the Y family! Your branch is one of 18 YMCA branches and program centers in the metropolitan Washington region. The YMCA is a non-profit charitable organization that is one of the largest social service agencies serving Washington, DC, suburban Maryland and northern Virginia. Founded in 1852, the YMCA of Metropolitan Washington has been providing vital programs and services in youth development, healthy living and social responsibility for 160 years, creating a positive, lasting difference in the lives of 265,000 people every year.

As a member of the Y, you are part of the largest non-profit community service organization in America, fostering the personal and social needs of men, women and children throughout the country. Every day, we work side-by-side with neighbors in more than 10,000 communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

Our Mission

The mission of the YMCA of Metropolitan Washington is to foster the spiritual, mental and physical development of individuals, families and communities according to the ideals of inclusiveness, equality and mutual respect for all.

The Y is open to all people and does not discriminate for any reason including race, creed, color, religion, national origin, sex, age or disability. If you have a disability that requires special accommodation, please contact your local branch's Executive Director.

YMCA Character Development

YMCA character development is dedicated to improving the values of our community. Our values of **caring, honesty, respect, and responsibility** unite us as a Movement. They are the shared beliefs and essential principles that guide our behavior; our interactions with each other; our programs, curriculum and our decision-making.

Fundraising Campaign

The power and distinctiveness of the Y is that it serves people throughout the continuum of life. Whether as a member, volunteer, or avid supporter; when you are involved with the Y in any way, you are helping individuals of all ages and backgrounds support their health and wellness even in the most challenging circumstances.

Through the annual fundraising campaign, the YMCA of Metropolitan Washington is able to ensure that local adults, children and families have the opportunity to explore new interests, take control of their health and build deeper relationships. The YMCA is open to all regardless of ability to pay. All funds that are raised by the branches stay in that branch's community so that we can continue to strengthen the very foundations of it.

This is your opportunity to transform a life by nurturing the well-being of those who find themselves in trying times. Your support will not only afford your neighbors access to our programs and services, it will give them an experience they can hold close to their hearts. Please support our annual fundraising campaign, and consequently, your community.

AWAY PROGRAM

As a member of the YMCA of Metropolitan Washington, you have access to more than 2,400 Y's across the country through the AWAY program (Always Welcome At YMCA's). Before visiting a YMCA branch location outside of the YMCA of Metropolitan Washington, please contact them to find out if they participate in the AWAY program and if there are any fees involved. If so, upon visiting that YMCA location, simply show your YMCA membership card at the front desk (there is an AWAY emblem located on the back of your membership card) for branch access per their Association's policies.

All YMCA of Metropolitan Washington branches charge a \$10/day AWAY guest fee to visiting YMCA members from other Associations. There is no limit to the number of paid visits an individual AWAY member may make at any YMCA of Metropolitan Washington branch. Please note that the YMCA of Metropolitan Washington does not participate in the Virginia YMCA reciprocity agreement.

BUILDING MAINTENANCE & BRANCH REVITALIZATION

Safety and cleanliness are of the utmost importance to us. Every year, our branches close (from a few days up to two weeks) in August or September for required maintenance, deep cleaning and capital improvements. Here at the Y, we use every penny wisely so that we invest as much as possible in our community. We appreciate your understanding and patience during our brief building maintenance and branch revitalization period so we can make the most cost-efficient, quality upgrades to the facility. There are no credits or refunds available during this time, as all members will have access to any YMCA of Metropolitan Washington branch location that is open during this time.

CAMERA USAGE

Taking photographs, filming video or recording audio is not permitted anywhere on YMCA property without permission from YMCA staff. Under no circumstances will permission be granted to take photographs, film video or record audio in locker rooms, bathrooms or on wellness floors. Please notify YMCA staff immediately if you see anyone using devices in violation of this policy on YMCA property.

MOBILE DEVICE USAGE

For the safety and comfort of all members, use of any kind of camera, video or mobile device (cell phones, smart phones, laptops etc.) is prohibited in the locker rooms and bathrooms. For your convenience, use of mobile devices is permitted in the branch lobby and outside of the branch on Y property (i.e. sports fields, tennis courts, parking lot, etc.); however, please be aware of our camera usage policy that prohibits the taking of photographs, filming of video or recording audio in these areas without permission from YMCA staff. Limited use (i.e. phone calls, emails, texts, listening to music) of mobile devices that does not involve taking photographs, videos, or recordings of any kind, is permitted on the wellness floors. Please keep the comfort of fellow members in mind when having phone conversations. If asked by YMCA staff to discontinue phone calls in public areas (e.g., wellness floor), please do so for the comfort of your fellow members. Please do not share or display the content of your mobile devices with other members while on YMCA property.

CODE OF CONDUCT

The YMCA of Metropolitan Washington is committed to providing a safe and welcoming environment for all members, guests, volunteers and staff. To ensure the safety and comfort of all, we ask that you act appropriately at all times when in the facility or participating in YMCA programs. We expect people who are using the YMCA to behave in a mature and responsible way, to respect the rights and dignity of others, and to not engage in offensive and lewd behavior.

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. Specifically, this includes:

- Angry or vulgar language, including swearing, name calling, shouting and threats.
- Physical contact, or the threat of contact, with another person in any angry 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 that intends to or results in the theft or destruction of property.
- Carrying or concealing any weapons or devices that may be used as weapons.
- Criminal convictions for crimes against persons.

Please be responsible for your own personal comfort and safety. If someone's behavior threatens your personal comfort and safety, please ask that person to refrain. Staff are trained and expected to respond to any reported violation of our Code of Conduct. Please do not hesitate to notify a staff person if you need assistance.

The YMCA Management will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from any violation of the Code of Conduct. If your annual membership is revoked within one year of your starting date, you will receive a prorated refund of the membership dues.

DRESS CODE

At the Y, please understand that appropriate clothing must be worn at all times in each area of the facility. For example:

- In the fitness/wellness areas: appropriate workout attire must be worn. Street clothing, street shoes and bare feet are not permitted.
- On the tennis courts: appropriate tennis wear must be worn, including shirts and shoes.
- In the swimming pools: only swim suits may be worn (string bikinis, cut-off jeans and gym shorts are not acceptable swim wear).

EMERGENCY PROCEDURES

For your safety and to help support a safe environment at your Y branch:

- Please report all accidents and emergencies to the nearest YMCA staff member.
- Each Y location has phones for emergency use (located throughout the facility). Please familiarize yourself with the location of these phones in the event of an emergency.
- If you see a fire, please pull the nearest alarm and exit the facility. If, at anytime, a fire alarm is sounded while you are at the YMCA, please promptly & quickly exit the facility.
- First aid kits and AEDs (Automated External Defibrillators) are available in the facility; please see a Y staff member for more information.

FACILITY REQUIREMENTS

Please observe all of the following facility policies and requirements as listed below, as they are posted in the facility and as they are presented to you by YMCA staff.

- *Child Watch Policy:* Parents must remain at their Y branch while their children are in the care of the branch Child Watch room attendants. For the most updated list of Child Watch hours and all Child Watch policies and details, please speak with a member service representative at your Y branch.
- *Age Requirements:*
 - *General Facility Access:* children that are 12 years old or younger must be in the care of Y Child Watch or participating in a Y sanctioned program/activity when they are on YMCA of Metropolitan Washington property.
 - For the most updated Child Watch policies, please speak with a member service representative.
 - If children 12 years old or younger are participating in a Y sanctioned program/activity, the parent, guardian or adult member must bring the child to the program/activity area and pick up the child at the conclusion of the program/activity.
 - *Locker Rooms:* Children that are 5 years old and younger may use the same locker room with their parent or guardian. Children that are 6 years old and older must use gender appropriate locker rooms. Parents/ guardians must not leave children unattended in locker rooms. Please abide by all Locker Room policies as they are posted in the facility or presented to you by YMCA staff.
 - *Wellness Floor:*
 - Children ages 13 - 15 years old must be accompanied and supervised by an adult or participating in a Y sanctioned program/activity in the facility.
 - Children ages 16-17 years old must be accompanied and supervised by an adult or participating in a Y sanctioned program/activity in the facility; unless they have successfully completed the branch's youth wellness floor orientation program and are deemed qualified for unsupervised workouts by the branch
- *Wellness Floor Policy:* To ensure member safety and promote a welcoming environment for all, please observe all Wellness Floor Policies as they are posted in the facility or as they are presented to you by YMCA staff.

WELLNESS SERVICES

For the health and safety of all Y members, guests and staff, Wellness Services may only be provided on (or through) any YMCA of Metropolitan Washington property from appropriately certified and approved YMCA of Metropolitan Washington staff, or representatives authorized by the YMCA of Metropolitan Washington to provide said services on its behalf; with any and all affiliated payments being made at the branch member service desk.

At the YMCA, certified YMCA Personal Trainers and Wellness Instructors have the appropriate education, training, experience and certification from a nationally accredited organization to safely provide Wellness Services to members & guests, which may include, but is not limited to:

- determining the safety of exercise for individuals based upon their specific health history;
- setting appropriate individual (and group) goals for Wellness activity through Wellness consultations;
- providing personal wellness training services (in personal wellness training sessions, group wellness training sessions, wellness consultations and other approved YMCA activities), to include:
 - exercise prescriptions that help members and guests safely achieve their personal healthy living goals;
 - workout instruction, encouragement and feedback; which is based on the trainer's education, certification, training, experience and professional observations;
 - measuring individual member/guest strengths, weaknesses and progress through fitness assessments;
 - educating members/guests according to recognized health and nutrition guidelines.

The YMCA's certified Personal Trainers and Wellness Instructors are eager to support YMCA members and guests in their healthy living journey. Please direct any questions or concerns (i.e. from proper workout technique, safe use of Y equipment, etc.) to a YMCA branch Wellness staff member. If YMCA Wellness staff members are not immediately available (i.e. they are assisting other members/guests), kindly contact the front desk for assistance locating the nearest available YMCA Wellness staff member.

YMCA members and guests are encouraged to workout with each other, in pairs and/or groups (as space permits, in accordance with Wellness Floor Policies and in a manner that is respectful of fellow Y members, guests and staff), to enjoy their workout experience and to achieve their healthy living goals. This may include:

- meeting on Y property at a regular time or scheduled time;
- participating in the same workout routine together;
- supporting safety during workouts;
- providing basic encouragement to each other during the workout activity;

For the health and safety of YMCA members, guests and staff; workouts are reasonably prohibited from including the provision of Wellness Services without the support of certified

YMCA Personal Trainers (which may include, but is not limited to: exercise prescriptions; workout instruction and feedback; fitness assessments; and wellness education). When member/guests workouts are observed to include the provision of Wellness Services, YMCA Wellness staff will inform branch leadership. Branch leadership will:

- provide the member(s)/guest(s) with a respectful and appropriate statement of the professional observation;
- inform the member(s)/guest(s) of the Wellness Floor policy as posted (and outlined herein) along with the cause for concern for member health and safety;
- ask the member(s)/guest(s) to refrain from continued provision of Wellness Services; and
- submit documentation of the observation to the branch Vice President of Operations; Association Vice President, Member Service; and Chief Operating Officer.

For the health and safety of YMCA members, guests and staff; should further observations of the unauthorized provision of Wellness Services by guests or members continue, the YMCA of Metropolitan Washington reserves the right to take further measures to prevent this continuance, to include the suspension or termination of membership and revocation of guest privileges. Please direct any questions or concerns in this regard to the Association Vice President, Member Service; at 202-232-6700.

WELLNESS EQUIPMENT

The YMCA of Metropolitan Washington strives to always make the best and most appropriate selection of equipment available for use by members, guests and staff at each branch location in support of positive experiences and positive outcomes, such as (but not limited to):

- deepening member connection to the mission through a broad variety of unique and motivating wellness experiences that position them to achieve their goals; and,
- inviting & building unique wellness communities within each branch that leverages the latest wellness trends and popular interests; while equally supporting proven, established fitness routines; and,
- fostering greater YMCA wellness staff education, certification, skill development and service capability in a fashion that enables them to best serve the broadest range of member and guest needs and preferences in each Y community.

Cardio and strength training equipment is regularly reviewed to support greater member safety and to offer a more welcoming, inclusive environment for all; to meet a broad range of member preferences and needs; to improve the safety, functionality and range of options available via the overall branch wellness floor plan; to foster more effective workout results; and, to enhance the membership experience. The Association will work to achieve these enhancements each year and to do so in a fashion that improves service to current and future Y members. Each branch maintains an updated inventory of ***small apparatus*** and ***specialty equipment***, which is regularly reviewed with the YMCA of Metropolitan Washington Association Services office; and accordingly, updated and enhanced as appropriate. Note that each piece of small apparatus or specialty equipment may (or may not) be found at each YMCA

branch location for a wide variety of reasons (i.e. space availability, safety concerns, etc.) at the sole discretion of the YMCA of Metropolitan Washington Association Services office.

No personal, non-YMCA equipment may be bought onto YMCA property by a member or guest and/or used by a member or guest.

All small apparatus and specialty equipment, that is the property of the YMCA of Metropolitan Washington, is available for member use at each branch, with the understanding that:

- to offer member assistance and to simply ensure the equipment's safe provision and return, each branch may employ a check-in/check-out system for member use of small apparatus and specialty equipment; and
- if the branch wellness staff needs to use small apparatus or specialty equipment for scheduled branch wellness activity (i.e. personal training, Group Exercise class, etc.), the required small apparatus or specialty equipment will be temporarily unavailable for individual member use at that time.

Where there are reasonable safety concerns in the use of any wellness equipment (i.e. for personal member safety, for safety of other members, for staff safety, for the equipment care and safety, etc.), please understand that the branch Wellness team will respectfully intervene to support a safe, respectful and comfortable environment for all. This may include:

- politely working with the member(s)/guest(s) to discontinue the unsafe workout practices observed;
- educating the member(s)/guest(s) on the safe and appropriate use of the equipment (and/or demonstrating the appropriate workout form & technique);
- as needed, temporarily limiting use of the equipment (i.e. returning small apparatus or specialty equipment to an appropriate storage location) until the member(s)/guest(s) and branch leadership can further discuss the observations and safety concerns.

For the health and safety of YMCA members, guests and staff; should further observations of unsafe equipment use by guests or members continue, the YMCA of Metropolitan Washington reserves the right to take further measures to prevent this continuance, to include the suspension or termination of membership and revocation of guest privileges. Please direct any questions or concerns in this regard to the Association Vice President, Member Service; at 202-232-6700.

FINANCIAL ASSISTANCE & SCHOLARSHIPS

The YMCA of Metropolitan Washington seeks to make its services available to all people regardless of ability to pay. As a community service, the Y offers membership to low-income citizens of the metropolitan Washington region. Financial assistance is available to individuals or families who would benefit from programs or membership but who are not able to afford the standard fees. Scholarships are available for child care and camp as well. For additional details and to apply for financial assistance, please request an application from the Member Services Office.

GRATUITIES

If you would like to show appreciation to a particular employee, please contact your branch Executive Director.

GUEST POLICY

We encourage you to invite friends to accompany you for an enjoyable day at the Y! Local area guests, defined as individuals that live or work in a YMCA of Metropolitan Washington branch community, are limited to one guest pass redemption every six-months. Guests that are non-local, defined as individuals that do not live or work within a branch community, may visit the YMCA as a guest of a current member using a member's guest pass, OR, if they are attending with a member (and the hosting member does not have any remaining guest passes associated with their membership account), the non-local guest may pay a daily guest fee of \$10. In either scenario, all non-local area guests are limited to five visits to any one YMCA of Metropolitan Washington branch location per year. Members receive 5 guest passes annually for their use with non-local area guests.

INCLEMENT WEATHER

In the case of inclement weather, such as snow storms, we make every attempt to inform our members as soon as a decision is made regarding branch operations. For the most up-to-date information, please call your local branch. You may also tune into local media such as Channel 4 –TV News as well as WTOP News on the radio (103.5 FM) and online (www.wtop.com). However, please keep in mind we cannot guarantee the accuracy of the information as reported by the media. We also make every attempt to update our branch websites and social media pages as changes are made. We encourage you to follow the YMCA of Metropolitan Washington's Facebook (www.facebook.com/YMCADC) and Twitter page (www.twitter.com/YMCADC) for updates and information.

MEMBERSHIP CANCELLATION

Monthly membership: if you wish to cancel your monthly membership, you are required to provide of minimum of two-weeks advance written notice prior to your monthly draft or billing date, which must include your full name, membership ID number and complete contact information (mailing address, phone number and email address). This can be facilitated by:

1. Submitting a completed membership adjustment form to a Y Member Service representative at the branch Member Service desk;
2. Sending a letter of cancellation to your branch ("Attention: Member Service Director") via U.S. mail; or,

3. Sending an email to the appropriate branch staff (please ask a Member Service representative at the Member Service desk for the appropriate contact name and email address).

Annual membership: the written cancellation of an annual membership requires thirty (30) days advance notice.

MEMBERSHIP CARD

For the safety of all members, guests, volunteers and staff, every member that enters the facility is required to present a valid membership card. If you lose your membership card, please understand that you must present photo identification and pay a fee to obtain a replacement card (for more information, talk with a Member Service staff member at the front desk of the branch you joined). Membership privileges and cards are not transferable. Membership cards are the property of the YMCA and must be returned on request or upon membership cancellation.

MEMBERSHIP CATEGORIES

The following branch membership categories are recognized at select YMCA of Metropolitan Washington branches. For details, contact your local YMCA branch front desk.

- *Youth:* Individual age 13-17 years
- *Young Adult:* Individual age 18-22 years
- *Adult:* Individual age 23-64 years.
- *Family I:* One adult individual, with children ages 17 and younger or a full-time student age 22 and younger, living in the same household (valid school ID for students).
- *Family II:* Two adult individuals, with or without children ages 17 and younger or a full-time student age 22 and younger, living in the same household (valid school ID for students).
- *Senior:* Individual age 65+
- *Senior Couple:* Two adult individuals, both ages 65+, living in the same household.
- *ONE-Y:* provides membership access to any YMCA of Metropolitan Washington facility that has a membership rate which is equal to, or below, that of the branch you joined (available for Adult, Family I and Family II membership types only).

Proof of age is required for all membership categories. Children ages 12 and younger must be a part of a family membership or they may join as a program member for specific classes and programs.

You will be automatically transferred into a new membership category on your birthday if you are eligible, in which event the membership dues may increase or decrease. In the event of another qualifying event that changes the category of your membership, please notify the YMCA on or before the first day of the month following the month in which the event occurs.

MEMBERSHIP FEES AND PAYMENT PROCEDURES

The membership fee structure is reviewed regularly. Increases that occur reflect increases in operating costs and are made to ensure quality programs and services. An annual maintenance fee may be applied to memberships in order to maintain continuity in service delivery to all members. Membership dues, enrollment fees and program fees are subject to change at any time. YMCA policy is to notify you by mail 30-days in advance of any increase taking effect.

Annual membership option: You may pay membership dues in full by cash, check or credit card. Your annual membership expires on the anniversary of the enrollment date. You may reinstate your membership within 30-days after your expiration date without losing your membership status. In this case, your membership renewals will be backdated since membership must be continuous. Any membership that lapses for more than 30-days after the membership renewal date is considered terminated. Membership dues paid on an annual basis are subject to change on your anniversary date.

Monthly Payment Option: You may pay your membership dues on a monthly basis by electronic funds transfer (EFT) or credit card debit (see a front desk staff for assistance). A prorated payment for the number of days until the next available EFT or credit card debit is required when you apply for membership. If you change or cancel your banking or credit card account, please contact the Member Services or Business Office immediately to update your membership file. The YMCA is not responsible for any bank overdraft charges or any other bank charges that might be levied in a case where properly authorized bank draft for YMCA fees is deducted from an account on time or later than anticipated. A service charge will be assessed for any EFT, check or credit card debit not honored by your bank. Dues paid monthly are subject to change with your next EFT (or credit card debit). Monthly membership is continuous.

The enrollment fee is a one-time, non-refundable fee for initiating any new membership (month-to-month or annual). If you cancel your membership and choose to later rejoin the YMCA of Metropolitan Washington, or if your annual membership has expired for longer than 30-days, you will be required to pay the current enrollment fee, which is subject to change. If you transfer to another YMCA of Metropolitan Washington branch, the enrollment fee will be waived provided your membership is in good standing and that you transfer to the same or equivalent category of membership.

The YMCA of Metropolitan Washington reserves the right to pursue the collection of overdue balances with the assistance of a collections agency, an attorney or both. If that occurs, you will be responsible for attorney's fees that are associated with collections. The YMCA of Metropolitan Washington reserves the right to charge a service fee for all accounts that have been referred for collection due to nonpayment or insufficient funds. The YMCA also reserves the right to require electronic payment and/or cash or certified funds payment in the event of repeated returned checks or dishonored electronic funds or credit card debits.

MEMBERSHIP LEAVE OF ABSENCE

Hold Status: You may place your membership on hold for a minimum of three months and a maximum of six months, once per calendar year. During the hold period, you will pay a monthly inactive fee of \$5 for individual memberships and \$15 for family memberships. To place your membership on hold, please provide written notification at least two weeks prior to your next draft or billing date. You can submit a written request, which must include your full name, membership ID number and complete contact information (mailing address, phone number and email address), and can be facilitated by:

1. Submitting a completed membership adjustment form to a Y Member Service representative at the branch Member Service desk;
2. Sending a letter requesting inactivation to your branch ("Attention: Member Service Director") via U.S. mail; or,
3. Sending an email to the appropriate branch staff (please ask a Member Service representative at the Member Service desk for the appropriate contact name and email address).

Once your membership is placed on hold, you are not permitted to use the facilities (this includes with a guest pass). If your access records reflect use of the facilities while on hold, your membership will be reactivated and your account charged. Membership payments automatically resume once the hold period has ended and you are eligible to receive a complimentary Wellness orientation (please contact the front desk for details).

Medical Leave: Members may have their membership temporarily inactivated without fees due to a debilitating illness or physical injury (i.e. you are physically unable to use any of the facilities). For annual members, a credit will be provided for the inactive time. Upon returning to the facility to resume access, the membership will be reactivated. To initiate Medical Leave:

- Contact the Member Services Office by phone, mail or in person.
- Turn in your membership card in person or by mail. The card will be returned when you are physically able to resume membership.
- Present a letter from your physician stating that you must refrain from all exercise. The length of the time must be specified by your physician.
- To resume your membership access, please present a medical clearance letter from your physician.

Military Leave: If you are a member of the armed forces, a member of the National Guard serving on full-time duty or a Civil Service technician with a National Guard, and you receive permanent change of station orders to depart the Metropolitan Washington region or receive temporary duty orders in excess of three months' duration to depart the Metropolitan Washington region, you may inactivate your membership without fee as long as you provide military documentation. When you return from duty, your membership will be reactivated. If you receive permanent change of station orders to depart the Metropolitan Washington region, you may cancel your membership and any classes without penalty as long as you provide a copy of your military orders.

MEMBERSHIP RECORDS

Membership records are considered confidential and are maintained in the Member Services Office. If there is a change in your mailing address, phone numbers, marital or dependent status, bank account, credit card form (if EFT) or other information, you are responsible for notifying the Member Services Office immediately.

MEMBERSHIP TRANSFER

You may transfer your membership to another YMCA of Metropolitan Washington branch at any time and the new membership rate will be effective immediately.

MEMBERSHIP REFUNDS AND CREDITS

You are greatly encouraged to use your full privilege membership access and enjoy the benefits of living an active, healthy lifestyle at the Y! Refunds and/or credits will not be issued for non-usage of membership or infrequent facility access.

SMOKE-FREE / DRUG-FREE ENVIRONMENT

Smoking, drinking alcohol or using illegal drugs is not permitted in any YMCA facility or campus.

OUTSTANDING SERVICE

Our pledge is to provide you with the best possible YMCA experience. We pledge to uphold the YMCA of Metropolitan Washington standards of Facility Excellence, Staff Engagement and "Show Y!" in creating a friendly environment, providing a warm welcome, making personal connections, taking responsibility for problems and demonstrating that we are grateful you've chosen to spend part of your day with us. Your branch leadership team is eager to receive feedback from you so we can continually improve our member service experience. Please contact the member service staff at the front desk so they can share the tools that are available for your use in sharing feedback with your branch leadership team.