WELCOME TO
YOUR YMCA!

At the Y, we know that positive change comes about when we invest in our kids, our health and our neighbors. In the Greater Houston area, 26 YMCA facilities, one overnight camp and hundreds of program sites nurture the potential of children and teens, improve the city’s health and well-being and provide opportunities for individuals to give back and support neighbors.

We’re glad to have you!

MEMBERSHIP BENEFITS

• Access to all YMCA of Greater Houston locations with our City-wide membership option
• Free Group Exercise classes such as ZUMBA®, Pilates, cycling, water exercise and more
• Free SMART Start wellness consultation
• Free Child Watch while you work out (with a one adult or two adult with kids membership)
• State-of-the-art fitness equipment
• Reduced rates on a wide variety of programs
• Member friendly personal training pricing
• Guest passes for friends and family
• WiFi and coffee (available at most locations)
• Financial assistance available for those experiencing financial hardship

MEMBERSHIP TYPES

When you join the Y, you become part of our cause to strengthen the foundation of our community. However, joining is just the first step.

Get to know your Y!

For a better you, for a better community, for a better us!

• Student: Ages 10-17
• Young Adult: Ages 18-29
• Adult: Ages 30-64
• Senior Adult: Age 65+
• Senior Two Adult: Two adults living in the same household, one of whom must be 65+
• Two Adult: Two adults living in the same household
• One Adult with Kids*: One adult and their dependents through age 25 living in the same household
• Two Adult with Kids*: Two adults and their dependents through age 25 living in the same household

* Dependent over age 18 must be a full time student
QUICK FACTS
About your membership

YOUR MEMBERSHIP CARD
Your membership card is your ticket to the YMCA – always present it to the Welcome Center and carry it with you while you’re at the Y.

Cards are non-transferable and remain the property of the YMCA. Please be prepared to present your photo ID if you forget to bring your card on your visit or when requesting a replacement card.

MEMBERSHIP DUES & GUIDELINES
• YMCA members have two options for payment. Options include a monthly draft using a credit, debit, checking or savings account or a full year payment upon joining.
• You will never be asked to sign a contract. We never want to see you leave the Y; however, if you need to cancel your membership, please do so at least 10 days prior to your next scheduled draft.
• Please join the Y location you and your family visit most often. If you are utilizing a Y 51% of the time, this Y will be considered your home branch. You will be subject to appropriate membership fees.
• Memberships are not transferable or refundable.
• You’re welcome to make changes to your membership, like adding a family member or temporarily placing your membership on hold. To do this, complete a Membership Change Form available at the Welcome Center. This must be done 10 days prior to your next scheduled draft.
• Instruction or training by anyone other than YMCA staff is strictly prohibited.
• The YMCA reserves the right to discontinue service at any time.
• Please check your statements regularly. A $30 service charge will be applied on any returned transaction. If you notice a discrepancy on your statement, please notify us promptly.
• Refunds are not issued for discrepancies more than 90 days.

RECIPROCITY
ANOTHER GREAT REASON TO BELONG
We want to encourage our members to utilize the Y as often as they can wherever they are. Now, Y Facility Members have the flexibility to use other participating Y facilities outside of the YMCA of Greater Houston Association, at no extra charge. See the Welcome Center for details.
OUR POLICIES

CODE OF CONDUCT FOR ALL

We are a charitable nonprofit community organization committed to strengthening communities through youth development, healthy living and social responsibility. Please help us create a safe, comfortable and inclusive environment at all times by following our Code of Conduct.

- Please follow the Golden Rule: treat others the way you would like to be treated by upholding the YMCA core values of respect, honesty, responsibility, caring and faith.
- Members under 10 must be accompanied by an adult age 16 or older.
- Safety first. Please follow the rules posted within each of our facilities and their respective program areas.
- Help us maintain a family friendly environment which is welcoming, genuine, nurturing and caring for all people. Profanity or unwelcome comments, conduct and actions will not be tolerated.
- Liquids in spill-proof non-breakable containers are welcome in Y program areas.
- We take pride in our family friendly environment. Please keep attire appropriate and modest.
- Be courteous to your fellow Y members by refraining from conversation on your cell phone.
- Program areas are designed with safety in mind so please adhere to program and area guidelines.

TOBACCO, AND ALCOHOL FREE

The YMCA of Greater Houston requires an alcohol and tobacco-free environment. No alcohol consumption, smoking, dipping or other usage of tobacco is allowed in our building, at our pools, in our parking lot or on our grounds. In addition, using E-cigs, pipes and vapor products on our grounds is also prohibited.

LOST OR STOLEN PROPERTY

Secure your bags, keys and other valuables in a locker. The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Items will be kept as space allows. Unclaimed items are donated to charity.

SEX OFFENDER POLICY

To aid the effort in our ability to provide a safe and threat-free environment, the YMCA monitors sexual offender registries. Persons on the list will not be eligible for Y membership, program participation, volunteer or employment opportunities at the YMCA of Greater Houston.

ACCIDENTS

If you have an accident, injury or incident, contact a staff member immediately - we will help you!

CLASS CANCELLATIONS

The YMCA reserves the right to cancel classes due to insufficient registrations or attendance as well as inclement weather conditions.

GUEST PASS POLICY

We encourage you to introduce your friends and family to the YMCA. Once they have tried the Y, we know they will fall in love! Members may bring guests up to three times per year at no charge.

Guests under the age of 18 must be accompanied by a parent/guardian age 18 or older upon their first visit to complete a release of liability waiver. Guests under 10 must be accompanied by a parent/guardian upon each visit.

Guests 12 years of age and older need to provide a photo ID. (16+ must provide a government issued photo ID)
HOLIDAYS AT THE Y

It is important to us that our staff team have the opportunity to spend time with their family and friends on holidays. With that in mind, all YMCA locations are closed on Easter, Thanksgiving and Christmas.

Please check with your local YMCA center for hours of operation on the following holidays: New Year’s Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Eve, Christmas Eve and New Year’s Eve.

LOCKERS

Lockers are available for daily use during your visit to the Y. We strongly advise the use of locks to protect your personal items, as the Y can not be held responsible or liable for articles damaged, lost or stolen.

Locks left overnight will be removed to allow use of the locker by other members. Some Y locations offer Locker Rental as an addition to your monthly dues. Ask the Welcome Center for details.

Be courteous to your fellow Y members and guests by refraining from cell phone use while in the locker room.

PROGRAM FEES & REFUNDS

Program fees are set to provide quality services and represent the cost of providing activities or services not included in your membership dues. Facility members receive a reduced rate on most programs. For your convenience, online program registration is available at www.ymcahouston.org.

To ensure the best member experience, the YMCA reserves the right to cancel a program due to insufficient registrations, attendance, or inclement weather.

The Y is dedicated to delivering quality programs. In order for us to do so, if you have to cancel a program, you must complete a request at the Welcome Center at least 7 days prior to the start of the program. Approval of requests after that time will go through the supervisor of the program.

Please check your statements regularly. A $30 service charge will be added to any returned transaction. If you notice a discrepancy on your statement, notify us promptly. Refunds are not issued for discrepancies more than 90 days.

FINANCIAL ASSISTANCE

Every day, the YMCA of Greater Houston offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds from our Annual Campaign to ensure that those unable to pay the stated amount for a membership or program are able to participate.

Those unable to pay the full fee may receive Financial Assistance based on their ability to pay and the Y’s ability to support. All records are kept confidential. Please contact your local Y for more information.
KEEPING YOU INFORMED

We want you to stay connected with your YMCA! Our members receive regular email communication on program registration, member incentives, member rewards, and opportunities to get involved as well as notifications on closures due to inclement weather or other center emergencies. Stay connected with us!

Ensure that your home center has your correct email address and look for us on social media.

YMCA OF GREATER HOUSTON
Look for your home center too as many are on Facebook!

@YMCAHouston
ymcahouston.org

Y REWARDS
Your Y membership is now more valuable than ever – all year long! Not only can your family participate in our wonderful programs, but you can also enjoy big discounts around town. Visit our website for information on monthly Member Rewards. Past rewards include discounts with the: Rockets, Astros, Dynamo, Dash, Houston Symphony, local events and more!

ANNUAL CAMPAIGN
The Y is a nonprofit, 501(c)(3) charitable organization that works side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

The Y relies on generous donations from the public to ensure everyone has the opportunity to participate in our services.

When you give to the Y, you’re doing your part to strengthen our community – and a strong community is good for everyone.

Consider making a gift to the Annual Campaign.

VOLUNTEERING
Every year, thousands of volunteers support the YMCA’s overall purpose of helping people reach their potential in spirit, mind, and body.

Volunteers are needed today in various roles. Center Board of Advisors, teaching skills, Special–Interest Committees, fundraising, youth sports coaches, special events, mentoring and more. Do any of these opportunities align with your passion and skillset?

Become a vital part of your community - your special talents will really make a difference.

SHARE THE Y
If you love the Y, why not share it? Workouts can be more fun with a friend, and you can keep each other motivated.

Refer a friend to join the Y and receive a FREE MONTH of membership dues.
SMART START
SMART START gives an opportunity to meet with a trained Healthy Living Coach to help you get started on your wellness journey. This meeting will include discussing goals along with healthy best practices. Introduction to equipment is included based on the needs and wants of the member. Contact the Welcome Center to set up an appointment.

WELLNESS GUIDELINES
- Children ages 8–11 are welcome to utilize the cardiovascular equipment when accompanied by a parent/guardian. Ages 12 and up are welcome in weight rooms & cardio rooms with a parent/guardian present.
- Ages 12–15 should complete Older Youth Strength Training prior to use without a parent.
- Appropriate clothing and athletic footwear must be worn at all times. No bare midrifs.
- Please wipe off equipment after each use.
- Please put back all accessories after use.
- Please refrain from dropping the weights.
- Allow others to work in with you when performing multiple sets.
- Please use a spotter when performing heavy lifts.
- Thank you for leaving cell phone conversations outside of the fitness center.

- Liquids in spill-proof non-breakable containers are permitted.
- Instruction or training by anyone other than YMCA staff members is strictly prohibited.

CHILD WATCH GUIDELINES
- Child Watch is available for children ages 6 weeks to 12 years who are active on a membership.
- Please check your child in & out upon each visit.
- You will need to remain on the Y premises while your child is checked in to the Child Watch area. Child Watch is available for up to 2 hours per day.
- Please refrain from bringing in food, personal toys, electronics, car seats and strollers.
- You will be notified if a child is upset and cannot be soothed after 15 minutes.
- Children who are ill must be free of all symptoms for 24 hours before returning to our care.
- Children may be checked in/out of care by anyone listed on their membership age 16 years and older.
- Parents may authorize for their child age 10 and older to check themselves in and out of the Child Watch program. Authorization must be completed with a member of our Child Watch team.
PROGRAM GUIDELINES

**AQUATIC GUIDELINES**

- For safety purposes, a shower must be taken prior to entering the pool.
- Please keep the pool area free from glass, food or chewing gum. Smoking and consumption of alcohol are not permitted in the pool area.
- The lifeguard is on duty to ensure the safety and enjoyment of all. Please respect his/her decisions.
- Breath-holding activities, including long periods of underwater swimming are not permitted.
- To help prevent the spread of infection, individuals with open sores are not permitted to use the pool.
- Swim diapers with plastic bottoms are required for those who use diapers.
- Pool and wet areas must be cleared and closed until 30 minutes after the last evidence of lightning and thunder is present.
- Inflatable swim aids are not permitted.
- Instruction or training by anyone other than YMCA staff members is strictly prohibited.
- Please wear modest swimwear.
- For safety reasons, diving in water less than 9 feet is not allowed.

**AQUATIC AGE REQUIREMENTS**

- When in the water, children under the age of 6 must be within arm’s reach of a parent or caregiver who is at least 16 years old.
- Children under the age of 10 must have a parent or caregiver on the pool deck who is at least 16 years of age supervising them at all times.
- Children under the age of 16 who wish to use the slide or swim in depths exceeding their height, must pass a swim test.

**OUTDOOR AMENITIES**

The Y is dedicated to providing options and fun outside of our facility. Most of our locations have a pavilion, field or outdoor trail.

- Fields and pavilions are owned by the YMCA, but utilized by members and guests during program times.
- Guest usage must be verified with the Y before use.
- Youth under age 10 must be with a parent or guardian.
- Rollerblading and skateboards are not allowed on pavilions.
- Please contact your local Y for more information on using or renting the fields or pavilion.