

Shasta Family YMCA Member Use Policies

Because we care about our members and fairness to everyone, we have put in place member use policies. We appreciate you taking the time to review and follow them.

Membership

- Please use your membership card to enter the YMCA.
- A membership photo is required, you may be asked to update yours periodically.
- Memberships are not transferable, and use of your membership card by another is prohibited.
- Guest passes are available for your guest's initial visit. There is a Day Pass charge for their subsequent visits. See our Member Services staff for Day Pass prices.
- We request you limit your time on cardio equipment to 30 minutes, when others are waiting. Do not rest on the equipment between sets. Please wipe off the machinery after use.
- You must be at least 13 to use the facility without adult supervision. Teens, 13-18 years old, who wish to use the weights or cardio equipment, are required to take a FREE weight room orientation.
- Children under 13 years of age must be accompanied by an adult who is 18 years or older. Children under 13 years are not allowed on fitness equipment or to participate in classes that are not especially designed for them.
- Family Activity Center areas, Childwatch and Kid Zone, are free for Family memberships. Parent must remain on the premises. Space is limited; first come, first serve and has a 90 minute maximum.
- Gym, Pool and Aerobic Schedules are subject to periodic changes without advance notice. Make sure you have the most current schedule, available at Member Services or on the web @ www.sfymca.org
- Noon basketball games are restricted to adult members, ages 18 and older. Noon Ball is played Mon – Fri from 12noon to 1:30pm & Sundays from 10:00am to 12noon.
- Lockers are provided for *day* use only. Please bring your own lock.
- Please do not to leave valuables unattended in the facility. The Shasta Family YMCA is not responsible for items that are lost or stolen.
- Proper attire is required. No inappropriate shirts, hats, jeans, sandals, or bare feet are allowed. Only non-marking tennis shoes on the gym floor. Shirts must be worn at all times.
- There is zero tolerance for fighting, cussing, or generally inappropriate behavior. The YMCA reserves the right to suspend and/or terminate membership, without refund. YMCA staff has the right to use their discretion in determining if member policies have been violated.
- In order to protect our members and guests from unauthorized photos, the use of cell phones is prohibited in the locker rooms and bathrooms. Using cell phones, video recorders, cameras, and other visual recording devices to take pictures of another person without their permission is prohibited.
- Pets are not allowed on the YMCA campus. There is no place to keep them safe and comfortable and it is a DHEC regulation that they may not enter the facility. Guide dogs and service dogs are permitted.
- The Shasta Family YMCA is closed on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. The Y may also close due to any unforeseen emergencies. Additionally, we may close portions of the facility for maintenance, construction, or special events such as Sober Grad, Special Olympics, graduations, etc.

AWAY

- Our YMCA is part of the AWAY Program (Always Welcome at YMCA's). Your membership with us is good at other participating YMCA's. Most YMCA's participate in this program and will admit you to their facilities at a reduced rate. If you are planning a trip, call ahead for their policy and prices: you can easily find other YMCA's at www.ymca.net. And, don't forget to take your membership card.

Programs

- You may register for programs at Member Services or online @ www.sfymca.org.
- Programs are offered year-round; some are seasonal, while others are continuous.
- Fees vary per program, for members vs non-members, and are not pro-rated for late sign-ups.
- Most have a capacity limit, and registration is first come, first served.
- You may transfer to another class, prior to its start date, and, if space is available.
- Check with the Member Services staff, or online at www.sfymca.org , for upcoming events and registration dates.

Refunds

- We reserve the right to cancel any class that does not meet minimum enrollment requirements.
- If a class is cancelled by the YMCA, payment will be refunded in full by check, system credit, or credit back to your credit card / checking account (if this was how payment was made.)
- No refund or credit will be issued after the first class meets.
- Medical emergencies require a doctor's note for refund or credit.
- System credits may not be redeemed for cash.
- Membership refunds will not be issued due to closed areas of the YMCA caused by periodic maintenance.

Financial Assistance

- The objective of YMCA Financial Assistance is to give individuals, families and children the opportunity to participate in all that the YMCA has to offer.
- Funds are provided through our annual Strong Kids Campaign.
- Applications are available at Member Services. All applications are kept confidential.

Privacy

- When you browse the Shasta Family YMCA website, you do so anonymously.
- Personal information is not collected, except as noted. Some areas of our site may require you to supply us with personal information; however, this information is for internal use only, such as for account creation and program registration.
- The YMCA may also retain electronic communications you send to our service representatives, webmaster or other associates. These communications may be shared only within the YMCA as a means to continually improve our customer service through correspondence and on-line surveys.
- The YMCA will make good faith efforts to keep personal information you send us, such as your name, postal or e-mail address, and telephone number, private. We do our best to store such information in a secure location only accessible by designated or authorized persons.
- Because the YMCA considers the individual information we retain as private, we disclose no personal information gathered on-line unless release is required by law or is pertinent to judicial or government proceedings or investigations.
- The YMCA does not rent, sell or transmit personal information to other organizations.

Our Mission:

**To put Christian principles into practice through programs
that build healthy spirit, mind and body for all.**

The YMCA is open to men, women and children of all ages, races, abilities, and creeds.

Shasta Family YMCA

1155 N. Court Street, Redding CA 96001

For more information please call our Member
Services Director Ray Phillips at 246-9622

