



As a member of the YMCA of Mount Vernon, you belong to an organization dedicated to providing everyone in our community with the opportunities to learn, grow, and thrive. Our membership policies are designed to ensure we continue offering a safe, positive, and nurturing environment where individuals and families feel welcome and at home.

POLICY OF NONDISCRIMINATION

The YMCA offers membership to all persons without discrimination based on race, color, religion, sex, age, marital status, sexual orientation, gender identity or expression, national origin, disability, or financial circumstances.

MEMBERSHIP CARDS AND PHOTO IDS

Ensuring safety is one of our highest priorities. Membership cards and photo IDs are essential for maintaining a secure environment at YMCA locations.

- Members aged 14 and older receive a membership card. Members under 14 must be checked in manually and accompanied by an adult.
- All persons over the age of 16 must present a photo ID on their first visit.
- A current photo of all members, adults, and children, must be on file in our system to ensure easy identification.
- Do not loan your card or transfer your membership; doing so may cause termination.
- Members 18 and older who have signed their 24/7 waiver can use their membership card to access the fitness center outside of normal operating hours.

CHANGES TO YOUR MEMBERSHIP

To make changes or cancel your membership, a form must be completed. Updates can be submitted at any time for the following:

Upgrades: Adding individuals to a membership may move you to a category with additional fees. You will be responsible for the prorated dues for the remainder of the month when you submit the change form. The following month, your fees will align with your new membership type.

Downgrades: Removing individuals from your membership can be done for any month. Your membership category and dues will be adjusted the month after you submit the change form. We cannot refund or provide a credit for the original joining fee.

Holds: A membership hold allows members to pay a fee in lieu of their monthly membership fee. Within a calendar year, holds cannot exceed three months. Members must fill out the change/hold form and submit to the front desk staff. Membership holds take effect the month after the change/hold form is submitted and the \$10 hold fee is collected. Memberships will automatically come off hold after 3 months and membership fees will resume drafting.

Cancellations: To cancel your membership, complete the cancellation form and return it to the front desk staff before the 1st of the month you wish to cancel. Memberships must be in good standing to cancel. **Cancellation requests are not accepted over the phone.**

Join Fees: If more than 30 days have elapsed since cancellation, a joining fee will be applied. You will be responsible for current membership dues and any outstanding fees when rejoining.

CAREGIVERS

Caregivers may accompany a member at no charge as a guest, but must provide a photo ID and sign a guest waiver. They must stay with the member throughout the visit. Caregivers, such as nannies and adult assistants, must have their own membership for personal use of Y facilities and are not included in any membership, including family memberships.

NATIONWIDE RECIPROcity

As a member of the YMCA of Mount Vernon, you are eligible to visit other YMCA's with the Nationwide Membership Program. You must visit your home YMCA more than your visiting Y. Each YMCA has different rules of use and it is recommended that you contact the Y that you wish to visit about their visitor privileges.

CHILD WATCH

Child watch services are available for youth members ages 6 weeks & up. There is a 1 hour and 30 minute time limit per visit and the parent must remain in the building.

24/7 FITNESS CENTER ACCESS

Active Members ages 18+ who have signed the 24/7 waiver are able to utilize the fitness center 24/7. More information can be found on the 24/7 Access Policy and FAQs.

COMMUNICATION

Stay informed on events, cancellations, program registrations, facility changes and more by following us on social media, subscribing to Knox Alerts, and email updates.

INCLEMENT WEATHER POLICY

In the event of inclement weather, the YMCA will adhere to the following policy based upon emergency levels. The safety of our staff, members and participants are of the utmost importance to us. Therefore, we may close the facility early, or for the day. We will post any closures on our Facebook page and also send out a Knox Alert.

- Level 1: All YMCA programs and services operate as normally scheduled.
- Level 2: Youth programs and YMCA building closed however, certain areas may reopen as the weather changes. 24/7 access is available to those who have signed a waiver.
- Level 3: All YMCA programs and services are closed/cancelled. 24/7 Access is not available.