

NICE TO MEET YOU

Membership Standards YMCA OF CENTRAL TEXAS

The Y is a diverse organization of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. Our membership is 21 million strong, and spread across more than 2,600 YMCA associations nationwide.

YMCA OF CENTRAL TEXAS

Doris Miller Family YMCA
1020 Elm St. Suite 900-I
Waco, TX 76704
Phone 254-752-1605
Fax 254-752-6980

Hours of Operation

6am-8pm Monday-Friday
10am-5pm *Saturday *until 8pm Memorial Day weekend to Labor Day weekend
Closed *Sunday *3-7pm Memorial Day weekend to Labor Day weekend

Waco Family YMCA

6800 Harvey Drive
Waco, TX 76710
Phone 254-776-6612
Fax 254-751-0974

Hours of Operation

5am-10pm Monday-Thursday
5am-9pm Friday
8am-6pm *Saturday *until 8pm Memorial Day weekend to Labor Day weekend
1-7pm *Sunday *until 9pm Memorial Day weekend to Labor Day weekend

Website: www.ymcactx.org
Email: ymca@ymcactx.org

facebook.com/YMCACTX
twitter.com/@YMCAofCenTex
Instagram.com/ymcactx

Membership

Individual Membership:

Individuals age 27-61.

Household Membership:

Up to two adults and dependents 22 years and younger. Children age 23 or older and any other family member require proof of residency. Additional fees apply.

One-Adult Household Membership:

One adult and dependent children up to the age of 22.

Senior Individual Membership:

Individual 62 years of age or older.

Senior Household Membership:

Two people where one of them is age 62 or older.

Young Adult Membership:

Individual age 18-26.

Youth Membership:

Individual age 12-17.

All City Wide members have access to both the Waco Family YMCA and the Doris Miller Family YMCA with their membership card. Forgot your card? Just let us know and we will look you up.

Replacement cards can be purchased at the Welcome Center for \$5.00. You will need a photo ID to purchase a new card.

Memberships must be in good standing to remain active. Inactive members with a previous balance may not be reactivated until the balance is paid.

Guest/Daily Pass Policy

FREE Guest Passes

FREE Guest Passes are for one time use at the YMCA of Central Texas. The individual utilizing the FREE guest pass must present a valid photo ID and complete a liability waiver and release form to access the facility. Individuals under the age of 18 must have a parent/legal guardian signature. Guest passes may be used by an individual as well as a family unit. An individual may access the facility with a FREE Guest Pass up to four times in a 12 month period. After the fourth FREE guest pass the individual or family will be asked to purchase a Daily Pass or join the facility.

New Member FREE Guest Passes

Upon enrollment each membership unit will receive four (4) FREE Guest Passes that they may offer to local friends and family to use. These passes must be presented at the Welcome Center when they are redeemed. They must be used within 12 months of initial enrollment. The individual utilizing the FREE guest pass must present a valid photo ID and complete a liability waiver and release form to access the facility. Individuals under the **age of 18 must have a parent/legal guardian signature.** Guest passes may be used by an individual as well as a family unit.

An individual may access the facility with a FREE Guest Pass up to four times in a 12 month period. After the fourth FREE guest pass the individual or family will be asked to purchase a Daily Pass or join the facility.

A membership unit may receive four (4) additional FREE Guest Passes annually on the anniversary date of their enrollment. These passes are available upon request at the Welcome Center.

Out of Town Guests

Members of the YMCA of Central Texas may bring out of town guests (must be from 50+ miles outside of Waco) three times a month for FREE. The member must be present when the out of town guest is using the facility.

Nationwide Membership

Nationwide membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your memberships dues).

We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our cause, to strengthening communities.

What You Need to Know:

The program is valid for active, full facility YMCA members.

On a monthly basis, nationwide member visitors must use their home Y at least 50% of the time.

Program-only participants and special memberships are not eligible for Nationwide Membership.

Make sure the Y offers the services and amenities you plan to use.

Bring a photo ID with you for your visit.

You will be asked to sign a waiver when visiting another Y location.

Contact the Y You Want to Visit -

Ask if Nationwide Membership is honored!

More than 2,600 Y locations participate!

Daily Passes

Day passes are branch specific:

Doris Miller Family YMCA

Youth: \$3

Adult: \$5

Waco Family YMCA

Youth: \$5

Adult: \$15

The individual utilizing the Daily Pass must present a valid photo ID and complete a liability waiver and release form to assess the facility. Individuals under the age of 18 must have a parent/legal guardian signature. All member rules and Code of Conduct apply to individuals in the facility on a Daily Pass.

Membership Cancellation

Memberships must be cancelled 5 business days prior to the 1st of the month by mail, e-mail, fax, or in person. If you are mailing, e-mailing, or faxing your membership cancellation, please include the following:

Your name and membership number

A letter stating why you are canceling your membership

Your current contact information

Mail the cancellation to:

YMCA of Central Texas

Attn: Membership Dept.

6800 Harvey

Waco, TX 76710

If you pre-pay for your membership, you will receive a reminder letter approximately 3 weeks in advance of your renewal date.

Membership Changes

Draft changes, downgrades and holds must be submitted 5 business days prior to the 1st of the month. Please visit the Welcome Center to complete the proper paperwork.

Service Charges

There is a service charge of up to \$30 on all returned checks and declined monthly drafts. The YMCA of Central Texas uses a third party processor to collect on all drafts returned "NSF" (Non-Sufficient Funds). Your checking or savings account will be subject to being drafted up to an additional 3 times in an attempt to collect membership dues. If you are on a credit card draft and you receive a new card, OR, if you change checking accounts or savings accounts, please submit your new draft information IMMEDIATELY. You will be subject to charges if you do not update your banking information.

Membership Refunds

Should you decide to cancel your prepaid membership with the YMCA of Central Texas, we will happily refund the unused portion of your semi-annual/annual prepaid membership.

Joining fees are non-refundable. We are unable to refund these fees due to lack of use or non-attendance.

Please monitor your monthly bank/credit card statement for discrepancies. Should you discover an error on our part, please report it IMMEDIATELY. We will correct the error and refund the appropriate amount, up to 90 days from the date of the error.

Financial Assistance

The YMCA of Central Texas is a not-for-profit health and human services organization committed to helping people grow in spirit, mind and body.

We believe that our programs and services should be available to everyone. This is why the YMCA offers financial assistance that is designed to fit each individual's financial situation.

Application Process:

To apply for financial assistance, please ask for an application at the Welcome Center. Please allow up to 7 days for processing.

Program Fee Refund Policy

Program fees are not refundable. Classes missed due to weather, holidays, illness, acts of God, or choice of participant cannot be made up, credited or refunded.

In the event that the YMCA cancels a class/program, participants will be issued a credit that can be used for future program registration.

Deposits and registration fees are not refundable. A program participant may withdraw from a program/sport/event prior to the first session. He/She will be issued a program credit minus a \$5 processing fee and other costs associated with program start-up (player uniform, individualized equipment, etc. that was purchased by the YMCA in advance for your participation).

Those participants wishing to withdraw from a program/sport/event after one session has been held will not be issued a program credit or refund. He/She will not be allowed to claim a program credit or refund for the pro-rated remaining balance.

Members who withdraw from a program/sport/event for medical reasons and present a physician's order/letter will receive a credit for the remaining sessions.

All credits are good for one year from the date issued.

Please see Membership and Youth Development policy for cancellation and refund guidelines.

Comment Cards

Want to pay us a compliment or have an idea on how we can improve? You can pick up a comment card from the Welcome Center. Comment cards can be turned in to a staff member or dropped in the comment card boxes located at the Welcome Center.

Locker Rooms

Adult

The Men's and Women's Locker Rooms are for our adult members (18 & over) only. Men's and Women's Locker Rooms have daily use lockers, steam room and a sauna.

We strongly encourage you to leave your valuables at home. The YMCA is not responsible for lost or stolen items. If you cannot leave your valuables at home, please lock them in a locker. You may bring your own lock, but it **MUST** be removed at the end of each visit. Monthly, staff will remove locks that have been left on lockers. For the safety of your personal items, please remove them when you leave for the day.

Please bring your own towel, as well as your own lock.

Family

The Family Locker Rooms are open for members and guests needing to supervise children ages 17 and younger.

The Family Locker Rooms are complete with separate changing stalls and shower stalls, as well as bathrooms. The Family Locker Rooms have daily use lockers. You will need to supply your own lock and remove it after each visit.

Youth

The Youth Locker Rooms are open for children ages 17 and under. Parents needing to assist their children may also enter the Youth Locker Rooms. The Youth Locker Rooms are also complete with separate changing stalls and shower stalls, as well as bathrooms. The Youth Locker Rooms have daily use lockers. You will need to supply your own lock and remove it after each visit.

Safety

The YMCA of Central Texas prides itself on being a safe and friendly facility. Our members and program participants' safety and well-being are our number one priority. All YMCA staff are certified in First Aid and CPR and are ready to assist you in any situation.

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

AED (Automated External Defibrillator)

The Waco Family YMCA is equipped with 3 Automated External Defibrillators (AEDs) that are located at the Welcome Center, in the hallway outside of the Competition Pool, and in the Health and Wellness Center office. Oxygen can also be located with each AED.

The Doris Miller Family YMCA is equipped with 2 AEDs located at the Welcome Center and in the guard office at the pool. Oxygen can also be located with each AED.

Racquetball Court Reservations

(Only available at the Waco Family YMCA)

YMCA members can make racquetball court reservations in advance based on availability. The court can be reserved for one hour at a time, on the hour. Reservations can be made no more than 2 days in advance. For reservations, call (254) 776-6612 and speak with the Welcome Center staff.

Bicycle Parking

There are bike racks located in front of the YMCA. Please make sure to lock your bike securely. The YMCA of Central Texas is not responsible for stolen bikes or bike equipment.

Parking Lot

The YMCA of Central Texas is not responsible for loss or damage to vehicles in the Y's parking lot.

Conduct Guidelines

The YMCA is a safe and fun place for everyone! The staff is trained to enforce basic rules of conduct. Children and adults alike are expected to act in a respectful manner while in YMCA facilities and participating in YMCA programs. It is our expectation that all members and guests follow our code of conduct or they will be asked to leave and may be in jeopardy of losing their YMCA membership if inappropriate behavior continues.

Our code of conduct does not permit any language or action that can threaten or injure another person, or that falls below a generally accepted standard of conduct. Specifically, this includes, but is not limited to:

Proper workout attire for a family atmosphere is required. No jeans, belts, keys, rubber suits/ excessive layers, or open toed shoes including sandals etc. Clean athletic footwear, Shorts and a shirt that covers the mid-section and chest must be worn at all times in the wellness center and group exercise classes.

Angry or vulgar language including swearing, name calling or shouting.

Physical contact with another person in any angry or threatening way.

Any demonstration of sexual activity or sexual contact with another person.

Harassment or intimidation by words, gestures, body language or any menacing behavior

YMCA Wellness Center Rules

Being willing to let people "Work in" while you "work out" gets everyone a great work out!

Please return the weight plates used when you are finished.

Please do not drop weights to avoid damage or injury.

Please return all Dumbbells when finished.

Members and guests ages 8-15 must go through the Teen Orientation class before they will be allowed in the weight room or cardio room. (a doctors note and adult supervision may be required.)

Appropriate clothing and closed toed footwear are required at all times.

Please wipe down equipment after use.

Please do not spray equipment directly.

When members are waiting, please limit your cardio workout to 30 minutes during our prime time hours, which are 8:00AM-10:00AM and 5:00PM-7:00PM.

Let the YMCA staff know if you need any assistance.

YMCA Pool Rules

The lifeguard on duty is the authority in the pool.

Children under 8 must be accompanied by an adult at all times.

Running, boisterous behavior, rough play and inappropriate language will not be tolerated.

Only official personal flotation devices are allowed. (Coast Guard Approved)

Only proper swim attire must be worn in pool. No cut-offs, denim or frayed clothing.

Anyone with bandages, open blisters, cuts or lesions may not enter the water.

Diving, flips, twists and backward jumps are not allowed.

For the safety of swimmers, children (ages 8-11) must pass a deep-water test before swimming without direct adult supervision.

No glass containers.

No alcohol.

Remember the YMCA values: caring, honesty, respect, and responsibility.

Smoking / Tobacco Policy Statement:

This policy covers the use of any smoking/tobacco product, including electronic cigarettes and the use of smokeless tobacco.

To protect and enhance our air quality and to contribute to the health and well-being of all guests, members, and employees, the YMCA of Central Texas shall be **entirely smoke/tobacco free.** The use of all smoking/tobacco products, including chewing tobacco and electronic cigarettes, is banned from the YMCA campus. This policy applies to all indoor and outdoor areas, including, but not limited to, parking lots, owned and/or operated by the YMCA of Central Texas.

Accidents/Incidents

Contact a YMCA staff person immediately if there is an accident, injury or unusual incident. We are here to assist you. First aid kits are available throughout the facility. Please ask a staff person when in need of first aid supplies. Please be advised that you are fully responsible for yourself, your children and your guests. It is imperative that you cooperate with YMCA staff to complete an incident form in the event of an accident, injury or incident. A risk of injury exists when engaging in physical activity. Members and program participants are advised to use protective equipment where necessary and to be alert to the signals of over exertion.

Child Supervision

Members and guests under the age of 8 in the YMCA facility or on YMCA grounds are required to be under the direct supervision of a parent or adult (18 years or older) or registered and participating in a YMCA program activity. Members between the ages of 8 and 11 can be in the facility without the direct supervision of an adult, but a parent or legal guardian (18 years or older) MUST be in the YMCA facility.

The specific rules and procedures for all facilities and properties are designed to insure participation proceeds smoothly and safely for all members. Please respect posted rules in each area.

Closing Policy

If the facility needs to be closed due to inclement weather, power outages or an act of God, refunds will not be issued for membership.

Lost and Found

The YMCA of Central Texas has a lost and found located at the Welcome Center. All valuable items are placed in the Association Office safe and can be claimed at the Welcome Center. All other items left over one week are either thrown away or washed and donated.

Video/Camera Policy

Due to the advances in technology and for the privacy of our members and guests, cameras of any kind MAY NOT be used in locker rooms or fitness areas, but may be used in common or lobby areas only.

Group Exercise Class Attendance

The YMCA of Central Texas reserves the right to limit the number of participants in any YMCA program, as well as cancel based on participation.

Please check the online aerobics schedule for your favorite class and time.

www.ymcactx.org

You will find helpful information at www.ymcactx.org about our organization and all that we have to offer. Select the web page detailing programs and facility offerings. Child care, membership information, calendar of events, programs, schedules and employment opportunities...find it all on our easy-to-use website. Visit us today. We are only one click away!

Privacy Policy

1.0 PRIVACY

We keep your private information private by:

Not selling your information.

You have entrusted the National Council of Young Men's Christian Associations of the United States of America and its independent and autonomous member associations (collectively "The Y") with your personal information, and we're committed to using it wisely. The Y will not sell, share or otherwise transfer your personal information to anyone without your consent.

Restricting who has access to your information.

The Y takes reasonable precautions to restrict access to your Internet account and personal information only by employees who are authorized to have such access for business purposes. If you have any questions or concerns about our privacy policy, please contact us at 254-776-6612.

Please refer to this policy regularly. The Y may need to change this policy from time to time to address new issues and reflect changes on our websites or within YMCA branches. We will post material changes on our websites or otherwise notify you and update the "Last Date Updated" field in the "Revision History" at the bottom of this page so that you will always know our policies regarding what information we gather, how we might use that information, and whether we will disclose that information to anyone.

Scope of Privacy Policy

This policy applies to the personal information that you provide to The Y, either through our websites and mobile applications or in person at a YMCA branch or program site. This policy does not apply to your use of unaffiliated sites to which our websites link. This policy does not apply to Personal Health Information ("PHI") collected through the YMCA Diabetes Prevention Program or any other program offered by The Y that requires the collection of PHI or other HIPPA protected information.

Collection of Personally Identifiable Information

The Y collects personally identifiable information (PII) from you when you voluntarily submit such information to us. The collection of PII may occur in person or on a website or mobile application operated, provided or otherwise controlled by The Y. This information may include your name, home address, email address, telephone number, date of birth, demographic information, sex-offender status, membership status, emergency contact information, and other information that we may need to collect in connection with certain events, including but not limited to: registration for, or participation in, events, classes, camps, and other activities or programs offered by The Y; participation in YMCA Nationwide Membership registration for surveys, forums, content submissions, chats, bulletin boards, discussion groups, requests for suggestions, or other services or activities offered on our website; answering your inquiries about our websites, organization, membership, or other services or activities; registration as a member of The Y; and

Collection of Photographs

The Y may also collect your photograph, by capturing your image at a YMCA or scanning your personal identification card, for the purpose of identifying you as a member, volunteer or program participant. Your photograph will not be used for any commercial purpose without your authorization, and shall not be retained longer than three years from your last interaction with The Y.

Use and Disclosure of PII

If you do provide us with PII, The Y may contact you based on the information you provide to communicate with you about YMCA activities that may be of interest to you and your family.

The Y will use its best efforts to never disclose any PII about you to any third-party for purposes unrelated to the YMCA without having received your permission except as provided for herein or otherwise as permitted or required under applicable law.

We do not rent or sell PII, including information provided about children, to third-parties. The Y may share PII with trusted service providers, such as payment processors, technology partners or other providers that need access to your information to provide operational or other support services while you are a YMCA member or program participant. In

certain circumstances, we may also share information with select similar nonprofit organizations that may offer activities of interest to you.

We may also provide PII to regulatory authorities and law enforcement officials in accordance with applicable law or when we otherwise believe in good faith that the provision of such information is required or permitted by law, such as in connection with the investigation or assertion of legal defenses or for compliance matters.

Collection of Payment Transaction Information

When you make a payment or donation, we collect information to process the financial transaction and may use that information to contact you in the future about The Y and its programs. Your payment information is transmitted to us, using a secure Internet method that helps maintain the privacy of this information. During the time your payment information resides on our computers, it is in an encrypted format and can only be accessed by authorized personnel with a decryption key.

Collection of Non-Personally Identifiable Information

We collect non-personally identifiable information without limitation, through the use of the following types of methodology:

“Cookie” technology:

A cookie is an element of data that a website can send to your browser, which may then store it on your system to help enhance your experience in using our sites and to provide us with technical information about your usage.

IP address tracking:

An IP address is a number that is assigned to your computer when you are on the Internet. When you request pages from our Sites, our servers log your IP address.

Web beacons:

A web beacon, or “clear gif,” is a small graphic image on a webpage or web-based document that a website can use to determine information about a user.

Non-personally identifiable information might include the browser you use, the type of computer you use, technical information about your means of connection to our websites (such as the operating systems and the Internet service providers utilized), and other similar information. Our systems may also automatically gather information about the areas you visit and search terms you utilize on our websites and about the links you may select from within the sites to other areas of the World Wide Web or elsewhere online. Although an industry-standard do-not-track (DNT) protocol has not yet been established, The Y’s information collection and disclosure practices and the choices it offers to consumers will continue to operate as described in this Policy.

Use of Non-Personally Identifiable Information

We use non-personally identifiable information for our purposes related to running YMCAs and their programs, and, in particular, to administering websites, and, in the aggregate, to determine what technologies are being used. We may also share aggregate, non-personally identifiable information with third-parties.

Collection of Sensitive Information

Where necessary, The Y may collect certain sensitive information from you, including:

- payment card or bank account information to process fees or donations;
- health information in connection with various fitness programs, programs in which we are responsible for supervising children, health screenings, or other health service events that we may provide from time to time.

Access to sensitive information is restricted to those individuals who have a legitimate need for access. We will not use or disclose your information to third-parties unless such disclosure is necessary to accomplish the purpose for which the information is collected.

Privacy of Children

We are mindful that young people need special safeguards and privacy protection. We realize that they may not understand all the provisions of our policy or be able to make thoughtful decisions about the choices that are made available to our adult users. We strongly urge all parents or legal guardians to participate in their children’s exploration of the Internet and any online services and to teach their children about protecting their personal information while online.

If we ask for PII from children under 13 we will take additional steps to protect the privacy of such information, including: obtaining consent from the parent or legal guardian of the child before collecting or using the child’s PII; notifying parents about what PII is being requested and how that PII will be used and/or shared, such as through this

policy;
limiting the collection of PII from children to no more than is reasonably necessary to accomplish the purpose of the collection; and
giving parents access to the PII we have collected from their children and offering them the opportunity to request that such PII be changed or deleted.

Links to Other Sites

Users may find other content on our websites that link to the sites and services of other third-parties. We do not control the content or links appearing on these sites. Third-party sites or services, including their content and links, may be constantly changing and may have their own privacy policies and customer service policies. We encourage you to review the privacy policies of any third-party sites or services before providing any of them with your personal information.

Choice/Opt-Out

If you opt-in to receive information from us, you can change your mind later. If at any time you would like to stop receiving such information or opt out of a feature, you may change your options by contacting the membership department at Waco Family Y or Doris Miller Family Y. You should be aware, however, that it is not always possible to completely remove or modify information in our databases and servers, although we will make reasonable efforts to do so upon your request, and we are unable to have your information removed from the records of any third-party who has been provided with your information in accordance with this policy.

Personal Data Access and Accuracy

You may contact The Y with inquiries or complaints regarding the use of information about you. We will use reasonable efforts to grant reasonable requests to access data about the requester. We will also make reasonable requests to correct any incorrect or misleading data about the requester.

2.0 SECURITY

YMCAs take appropriate administrative, technical, and physical measures to safeguard against unauthorized processing of personal information, and against the accidental loss of, or damage to, personal data. However, The Y cannot provide an absolute guarantee of the security of any of our websites or any other site on the Internet.

Consent to Transfer

YMCA websites are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to The Y will be transferred to the United States. By using YMCA websites, participating in any YMCA services, and/or providing us with your information, you consent to this transfer.

Updating your Personal Information

You can update your personal information by emailing us at renee.bohannon@ymcactx.org or via a written request mailed to: Attn: Membership Director 6800 Harvey Waco, TX 76710. Please do not send Social Security numbers or other sensitive information to us via unencrypted email.

In a continued effort to provide our members with the highest quality of customer service, the YMCA of Central Texas reserves the right to amend these membership standards.

Revised 9/20/2019