



## **UPPER BUCKS YMCA – Policies and Procedures**

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**AGE POLICIES:** There are activities for all ages at the Y. Our goal is to provide a safe, respectful environment for the benefit of all our members. This information outlines youth age requirements for supervision and facility access. Please check posted schedules, if applicable, and posted policies for each area. Policies, if not adhered to, may result in immediate dismissal from the premises and may lead to revocation of membership and/or usage privileges. The Y reserves the right to limit usage of these areas due to special events or programs. Please contact the Welcome Center if you have any questions.

*Birth to 8 years olds*

Must be under direct parental/guardian supervision unless enrolled in a YMCA program or in Kids Korner. "Direct supervision" is defined as a parent/guardian (18 years or older) who must be in the same facility area with the child (i.e. in the swimming pool, in the recreation center). The youth in this age group are not permitted in the Wellness Center, Sauna, Open Recreational Sports or in Group Exercise Classes (except Family Wellness classes in which youth 5 years of age and older are permitted when they are participating in the class with an adult).

*9 to 11 years olds*

Must have a parent/guardian (18 years or older) in the facility unless enrolled in a YMCA program. This group is also permitted in Kids Korner. The youth in this age group are not permitted in the Wellness Center, Sauna, Open Recreational Sports or in Group Exercise Classes (except Family Wellness classes which youth 5 years of age and older are permitted when they are participating in the class with an adult).

*12 to 17 year olds*

Are permitted on the premises without a parent/guardian. The youth in this age group are not permitted in the Sauna or Open Recreational Sports. They are permitted in Group Exercise Classes as well as the Wellness Center. It is strongly recommended that they participate in an orientation before using the equipment.

**AWAY PROGRAM:** Upper Bucks YMCA participates in the AWAY (Always Welcome At YMCAs) Program. Each Y has its own policy. When traveling inquire at the Y about their participation in this program and be sure to take your Upper Bucks YMCA membership card with you when you travel.

**BANK SERVICE CHARGE**

Any credit card, check or membership dues draft declined or not honored by the bank, for any reason, will result in a \$25 Y service charge for each time it is not honored. If someone has had 3 returned checks within a year the Y will no longer accept checks from that person.

**CANCELLATIONS/CHANGES:** The Upper Bucks YMCA reserves the right to cancel, change or postpone any program due to low enrollment, unforeseen facility schedule changes, or inclement weather. See Refunds and Credits, for more information.

**CELL PHONES:** Please be considerate of others in the YMCA when using cell phones for calls or music.

**CODE OF CONDUCT:** All individuals using the Y are expected to conduct themselves in a manner consistent with the character, welfare, best interests and policies of the Upper Bucks YMCA. Failure to do so may result in immediate dismissal from the premises and may lead to revocation of membership and/or usage privileges.

**FINANCIAL ASSISTANCE:** The Upper Bucks YMCA is committed to the communities we serve. That is why we promise to fulfill the 150+ year Y tradition of never turning anyone away due to gender, creed, ethnicity or financial need to those who qualify. If you or your

family would like to apply, please fill out a financial assistance application available at the Welcome Center or download it now, [Financial Assistance Application](#).

**FOOD AND DRINK:** Food and drink are permitted in the lobby and hallways of the building. ONLY water is permitted in the Recreation Center, Wellness Center and Gyms. No alcoholic beverages are permitted in buildings or on Y property.

**GUESTS:** Non-members using the Y for a program or entering as a guest are required to show identification and sign in at the Welcome Center. Guests pay a fee to use the Y. Each guest fee is good for two visits to the Y. Up to two guest fees, purchased within the month, may be used toward the purchase of a an annual full privilege membership. Some restrictions may apply.

Youth	FREE (ages 0-4) Must be accompanied by a paying adult guardian.
Youth	\$10 (ages 5-15, ages 5-8 must be accompanied by an adult, under 12 must have an adult on premises.
Adult	\$15 (ages 16 +)
Family	\$40 (2 adults/2 children)

**GIFT CERTIFICATES:** Purchase a general gift certificate and it can be used for anything at the Y! Or purchase a certificate with something specific in mind like: membership, classes, personal training, babysitting, etc. Use your imagination and give someone you care about a gift of health and wellbeing.

**HEALTH INSURANCE MEMBERSHIPS:** The Upper Bucks YMCA participates in the Independence Blue Cross Healthy Lifestyles program. Members of this program are provided a waiver of the initial set up fee. Please contact a Healthy Lifestyles representative at 800/275-2583 for more information.

Silver&Fit provides eligible members a no-cost fitness membership with arrangements through certain health plans. If your health plan offers Silver&Fit please visit to enroll.

We are a Healthways SilverSneakers Fitness Program™ participant. Eligible seniors receive a Full Privilege Senior Membership at no cost.

The Y partners with Health Partners Plan, Keystone First and Aetna Better Health to offer memberships.

**INCLEMENT WEATHER POLICY:** Watch Channel 69 (WFMZ) or log on to wfmz.com for building delays or closings. Regarding Y classes, when the Quakertown School District has a delay or cancellation, our classes scheduled to begin prior to 11:00 am will be cancelled for the day. Kids Korner will open at 10:30 a.m. When conditions worsen throughout the day, watch/listen for announcements on the above tv/internet site. Information will also be distributed via email (for members who have provided us with an email address), our website ([www.ubymca.org](http://www.ubymca.org)) and Facebook page.

**LOCKERS:** Lockers are available for use in each locker room. Members are required to provide their own lock and remove it daily. Lockers may be rented on an annual basis by making arrangements at the Welcome Center. Monthly locker inspections are completed and will result in locks being removed if a current rental agreement is not on file.

**LOCKER ROOMS:** Locker rooms are available for men and women. For the comfort of our guests, children of the opposite sex, over the age of one year, must use the family locker room with their parent or guardian.

**LOST AND FOUND:** We are not responsible for lost, stolen or damaged personal belongings.

**MEMBERSHIP CARDS:** All members will have their photo taken and a membership card issued to them. For security and facility usage purposes, membership cards must be scanned upon admittance to the Y. Members entering without scanning their card must sign in at the Welcome Center. The Y reserves the right to deny facility access to members who habitually do not scan their membership cards. A replacement card is available for a fee.

**PARTIES/LOCK-INS/FACILITY RENTALS:** Think of the Y for your next private function. Scouts, church and school groups, birthday parties, bridal or baby showers, corporate events. Call 215-536-YMCA(9622) or email [ymcaparties@ubymca.org](mailto:ymcaparties@ubymca.org) for information. A \$50 security deposit will be due to reserve your date. [Click here for the brochure.](#)

**PETS:** Animals, with the exception of service dogs, are not permitted into the building.

**PHOTO POLICY:** Y classes and events are occasionally photographed for promotional purposes. Anyone wishing to be excluded should inform the photographer. Video recorders, cameras, or any other visual recording devices are not allowed within the Y without permission of the executive director.

**PRIVACY POLICY:** The Upper Bucks YMCA does not sell/provide membership or program lists to any other organization or individual. Expired membership applications are shredded.

**RECIPROCAL MEMBERSHIPS:** A reciprocal membership agreement is in place among Pennsylvania YMCAs. Members of these facilities may use one of the other locations at no additional cost. Members must use the facility they have joined equal or more times than the facilities they are visiting. For more information please [click here](#).

**REFUNDS AND CREDITS:** Programs: Make-ups may be set in place for a cancelled class during the session. If a make-up cannot be arranged by the Y, then a credit voucher will be issued. No program fee refunds will be processed unless a class is cancelled by the Y. Any person who registers, pays and cancels, will receive a credit voucher, through a Y director, minus a \$10.00 processing fee. All credit vouchers are valid for one year after issue date for use at the Upper Bucks YMCA. Class change requests made at least two weeks prior to the session start date will be accommodated if space is available. Class change requests made within two weeks of the session start date will be accommodated if space is available for a \$5 processing fee.

Membership: Membership fees are refundable within the first 30 days of membership for approved medical reasons or relocation from service area only. Set-up fees are non-refundable.

## **ROOM POLICIES:**

### **Studio Y**

- 1.** Open to men, women and youth 13 years of age and up.
- 2.** Please check posted schedule for studio availability. The Y reserves the right to limit usage of the studio due to special events/programs.
- 3.** No inappropriate/offensive language or behavior will be tolerated at any time.
- 4.** For their safety, please do not bring unsupervised children into the studio area during programs.
- 5.** Appropriate use of equipment is required - no kicking/throwing balls or equipment, or dangerous play.
- 6.** No food or drinks with the exception of water, are allowed in the studio at any time.

7. Please be responsible and courteous so all members may have an enjoyable place to participate safely.
8. Please use provided cleaner to wipe off equipment.
9. Please wear appropriate attire and footwear relevant to specific class or program.
10. Stereo equipment is provided for instructor usage only.

### **Wellness Center**

1. This room is open to men, women, and youth 13 years of age and older. 13 and 14 year old participants must complete an orientation before using the equipment.
2. To ensure a comfortable atmosphere for everyone, please be respectful of others.
3. Foul language will not be tolerated.
4. Please wear fitness attire and sneakers. Street clothing jeans, cutoffs, sandals, boots, etc.) is unsafe and is damaging to the equipment.
5. Do not bring bags into the Wellness Center. Please use lockers provided in the Ladies and Men's locker rooms.
6. Always return weights to their proper storage area when finished.
7. Do not drop free weights and/or dumbbells on the floor carelessly.
8. Wipe down equipment after use with supplied cleaner and paper towels.
9. Use spotters when needed.
10. If you need help, please contact the Y staff person on duty.

### **Aux Gym**

1. Open to men, women and youth 9 years of age and up. 8 years of age and under, must be accompanied by an adult (18 or older). Youth , ages 9-12, must have an adult on the premises unless enrolled in a Y program.
2. Please check posted schedule for room availability.
3. No inappropriate/offensive language or behavior will be tolerated at any time.
4. For their safety, please do not bring unsupervised children into the gym area during programs.
5. Appropriate use of sports equipment and proper play is required. No kicking/throwing balls or equipment at netting or dangerous play is permitted.
6. No food or drinks with the exception of water, are allowed in the room at any time.
7. Please be responsible and courteous so all players may have an enjoyable place to play safely.

### **Gymnasium**

1. Open to men, women and youth 9 years of age and up. Youth, 8 years of age and under, must be accompanied by an adult (18 or older). Youth , ages 9-12, must have an adult on the premises unless enrolled in a Y program.
2. Please check posted schedule for court availability. The Y reserves the right to limit usage of the gymnasium due to special events or programs.
3. Full-court play will only be permitted during designated pick-up basketball or league times.
4. No inappropriate/offensive language or behavior will be tolerated at any time.
5. For their safety, please do not bring unsupervised children into the gym area during programs.
6. Appropriate use of sports equipment and proper play is required. No dunking, kicking/throwing balls or equipment at netting, or dangerous play is permitted.
7. No food or drinks with the exception of water, are allowed on the courts at any time.

**8.** Please be responsible and courteous so all players may have an enjoyable place to play safely.

### **Sauna**

- 1.** This room is available for adults, ages 18 & up.
- 2.** It is recommended that you spend no more than 30 minutes in the sauna.
- 3.** Remember this room is a public area and individuals should conduct themselves in an appropriate manner.
- 4.** Workout attire or bathing suits must be worn when sitting on sauna benches.
- 5.** Bathing suits must be appropriate. Cut-offs or thongs are not appropriate.
- 6.** Street shoes are not permitted in the saunas.
- 7.** Please leave all personal products in locker.
- 8.** This is a dry sauna. Do not add water to the heating element.
- 9.** Sauna closes 30 minutes prior to facility closing.

### **Pool**

- 1.** Please shower from head to toe before entering the pool.
- 2.** Hair touching shoulders must be put into a pony tail, braid or bathing cap.
- 3.** Masks, fins and snorkels may be worn with the permission of the lifeguard on duty.
- 4.** Bathing suits must be appropriate. Cut-offs or thongs are not appropriate.
- 5.** We care about water safety: running, diving in shallow water, cannon balls, twists, flips, back jumps or back dives, throwing another person into or around the pool or having them on your shoulders, is prohibited.
- 6.** Please enjoy your food and drink in the lobby areas.
- 7.** Children who are not potty-trained must wear swim diapers.
- 8.** YMCA bubbles are available for children needing flotation devices. No other flotation devices are permitted.
- 9.** Children wearing flotation devices must be within arm's length of an adult guardian at all times while in the pool.
- 10.** Children wearing flotation devices are not permitted in the deep end.
- 11.** Any child who wants to swim in the deep end, must first swim one length of the pool AND tread water for one (1) minute for the guard on duty. This must be done each time the child swims.
- 12.** Metal chairs are not permitted on the pool deck.
- 13.** Pool closes 30 minutes prior to facility closing.

### **Rec Center**

- 1.** Open to men, women and youth 9 years of age and up.  
9 to 12 year olds must be accompanied by an adult (18 or older) except on school days from 3:00 - 8:00 pm, 12:30 - 8:00 pm, and weekends 9:30 am - 12:30 pm, when a staff person will provide supervision.
- 2.** Please check posted schedule for Recreation Center availability. The Y reserves the right to limit usage of the Recreation Center due to special events or programs.
- 3.** No inappropriate/offensive language or behavior will be tolerated at any time.
- 4.** Appropriate use of gaming equipment, televisions, and computers is required - please handle with care to assure the longevity of the equipment.
- 5.** No food or drinks, with the exception of water, are allowed in the Recreation Center (unless approved by staff).
- 6.** Please be responsible and courteous so all members and guests may have an enjoyable and safe place to utilize.

**SAUNAS:** Unisex saunas, with entrances from the pool deck, are available for members ages 18 and up.

**SECURITY:** Our building and parking lot are equipped with security cameras. However, please do not leave valuables in your car while visiting. Additionally, lockers are available for the convenience of our members and guests. Please remember to bring a lock while you are at the Y. We are not responsible for lost, stolen or damaged personal belongings.

**SMOKING & TOBACCO:** The Y is a smoke and tobacco-free property. Smoking, chewing tobacco, or electronic cigarettes/vaporizers are not permitted in the building or on the property.

**VOLUNTEER OPPORTUNITIES:** The Y is a cause for strengthening communities, committed every day to youth development, healthy living and social responsibility. When you volunteer at the Y, you take an active role in bringing about meaningful, enduring change right in your own neighborhood. Volunteers can help with special events, be on committees or be coaches for some of our programs, to name a few. Ask us how you can become a volunteer.

**WAIT LIST:** Participants are encouraged to register even if a class is full. Participants will be added to a wait list. Every effort will be made accommodate you. However this does not guarantee a space in the class. A member of our staff will contact you if space becomes available.