

**YMCA OF NORTHWEST FLORIDA
OWNER'S MANUAL**

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Welcome to the YMCA of Northwest Florida!

For 140 years, the YMCA of Northwest Florida has served Escambia and Santa Rosa counties, creating opportunities for men, women and children of all ages and backgrounds to come together to learn, grow and thrive. Each year, more than 18,000 people have a chance to enrich their spirit, mind and body through Y membership and programs.

As the leading nonprofit committed to strengthening our community through youth development, healthy living and social responsibility, we welcome a diverse membership that includes all ages, genders, races, religions, abilities and incomes. At the Y, you can make new friends, renew old friendships and help make Northwest Florida a better place to live. We hope you will get involved in all that we have to offer so you may enjoy your membership to its fullest.

The concept of membership is central to the Y mission. We believe that strong communities and healthy lives are built by doing important things with people, not for them. This is your Y—and we invite you to own it accordingly—which is why we call this your Owner's Manual. Please read it carefully. We rely on your cooperation with our association and branch policies and guidelines so that everyone may have a safe and enjoyable experience. If you have any questions, please ask a staff member.

Our Mission

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

Our Promise

At the Y, strengthening community is our cause. Every day, we work 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.

MEMBERSHIP POLICIES

Member Code of Conduct

Members are expected to consistently model the values of caring, honesty, respect and responsibility and to affirm, reinforce and reward behaviors that support these values. Members are asked to report behavior that is inconsistent with these values. 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.

Membership Categories

New members may join online by visiting our website.

Adult: Individual age 25 or older.

Young Adult: Individual age 13-24. A parent /guardian signature on a liability waiver is needed for an individual under age 18 to join.

Household: Up to two adults and all dependent children (including foster children and adult dependents, per IRS regulations), living in the same household. We may request verification of dependent status for a household member. Individuals on a household membership may be changed at any time. The adult who initiates the membership and signs the application has ownership of the membership. Please see a director for any special circumstances.

Senior: Individual age 65 and older.

Rate Structure

Members who select the Regional rate have unlimited access to all amenities and programs at all of our branches. Some branches offer a lower, single branch only rate.

Non-Discrimination Policy

Y membership is available to all persons regardless of race, color, religion, gender, age, marital status, sexual orientation, national origin, disability or financial circumstances, without discrimination.

Y Assistance Program

Because we believe that everyone should have the opportunity to enjoy the Y experience, Y Assistance with membership and program fees is available. Assistance is based on financial need and funding availability. Visit our website or see the Welcome Center for an application.

Membership Fees

Membership may be paid via a monthly checking account draft or credit/debit card draft with no contract. Members will pay a prorated amount at joining, and dues will be drafted automatically each month thereafter. We reserve the right to increase dues annually based on the Consumer Price Index (CPI).

Daily Fee

We offer a daily fee. Prospective members who pay a daily fee on their first visit will have that fee credited if they join the Y within 7 days and present their daily visit receipt at the time of joining.

Joiner's Fee

Each new member will be charged a Joiner's Fee. This is a one-time fee as long as membership does not lapse for more than 90 days. Young Adult memberships, corporate partners, and members coming directly from active membership at another Y have no Joiner's Fee. Other exceptions may apply.

Changes in Membership

Membership changes can be made at any time. A change may result in a charge of prorated dues. Members may request changes online by visiting our website.

Membership Cancellations

Membership continues until we receive *written* notice of cancellation. Please give written notice 7 days before your draft date to avoid charges. Members may cancel online via their account, or in person at the branch. Members have up to 90 days to dispute drafted membership dues. We request documentation of an alleged discrepancy to pursue the issue.

Bank or Credit Card Change

Members are responsible for notifying us of changes in billing methods at least 7 days prior to monthly draft date. A fee may apply to returned drafts.

Membership Dues Refund Policy

Refunds may be given in special circumstances. We request documentation when requesting a refund. Service charges may apply.

Program Fee Refund Policy

We will issue a refund or credit if we cancel a program. We may issue other credits for unusual circumstances. Service charges may apply.

Special Circumstances

We will issue credit for membership dues paid when medical issues or serious family situations prevent you from using your membership. We request documentation to issue a credit.

Nannies and Babysitters

We offer a "Nanny Pass" for members who use nanny/babysitting services. The pass allows the nanny to bring the children to the YMCA in the parents' absence, but does NOT entitle the nanny to participate in activities without the children. The nanny must be with the children at all times. Nannies must be 18 years of age or older to supervise children 6 and under. Nannies violating these policies will have privileges revoked, and the family membership may possibly be terminated. Members requesting this service should contact the branch Executive Director.

Membership Check In

You may check in by scanning your membership card, by entering your phone number on a key pad, or by scanning with the Y app. We ask that you scan or punch in for each branch visit to ensure that only paying members and their guests have access to the branch. This also enables staff to monitor and measure peak usage times, locate members when needed and respond quickly and effectively to emergencies. Members jeopardize their membership by allowing others to use their card or code to check in. Anyone attempting to gain entry using another person's membership will not be allowed into the branch.

Trial Membership

We offer a seven-day free trial membership. Prospective members may access this once in a calendar year through the online joining process.

Guest Policy

We issue guest passes for special circumstances. Guests are expected to adhere to the same values and behavior as members and staff. We ask guests to present a picture ID with a date of birth. Members may request a guest pass for a limited time for immediate family members visiting from out of town. We may restrict guest usage based on safety and individual branch circumstances.

Nationwide Membership

Nationwide Membership enables you to visit any participating Y in the United States at no extra charge through membership at your home YMCA. Nationwide Membership is valid for active, full facility Y members. Members must use their home Y at least 50% of the time. Simply present your active membership card and photo ID at any participating Y. Some limitations may apply. To comply with national mandates, all members and visitors will be subject to a sex offender background screening.

Abuse Prevention Statement

The YMCA is a family-oriented organization, and the positive development of our young people is paramount. As a member of our Y community, you have the opportunity to be a positive influence by serving as a role model for our children whenever you are in their presence. Abuse will not be tolerated in any Y facility or program, whether it takes the form of physical, emotional, sexual, or neglect, and whether it is initiated by a child or an adult. If you identify behavior that is cause for concern, please bring it to the attention of Y staff immediately.

Parking (Bear Levin Studer only)

As a benefit of membership, members using the Bear Levin Studer Y have up to 2.5 hours of parking at no charge in the Southtowne Garage across the street. Members should bring their ticket into the branch to validate. For members with special circumstances, we have the ability to extend this time. See a staff member.

MEMBERSHIP BENEFITS

Your membership includes numerous benefits to help you enjoy a healthy lifestyle and sense of community. Benefits and amenities listed below are included in your membership at no additional charge.

With a Regional membership (full rate), you may access benefits not available at your home branch by visiting another branch location.

For more information, see a staff member or visit the Welcome Center.

BENEFITS	BEAR LEVIN STUDER	PULLUM
Cardio Equipment	X	X
Strength Training Equipment	X	X
Wellness Consultations	X	X
Group Exercise Classes	X	X
Swimming Pool	indoor	outdoor
KidZone Child Care	X	X
Basketball Court	indoor	indoor
Y Smart Start	X	X
Sauna	X	
Steam Room	X	
Running Club	X	X
Pickleball	X	X

PROGRAMS

Your membership also includes access to many programs that will enhance your experience.

All programs listed below require registration and have a separate fee. Members who choose a Household Membership enjoy reduced rates on all youth programs.

Registration for some programs is available online. You may also register in person for any program at the Welcome Center.

PROGRAMS & SERVICES	BEAR LEVIN STUDER	PULLUM
After-school Child Care		X
Summer Day Camp		X
Swimming Lessons	year-round	summer
Swim Team		X
Youth Sports		X
Martial Arts	X	
Dance Classes		X
Overnight Lock-ins	X	X
Family Programs	X	X
Personal Training	X	X
Facility Rental	X	X
Massage Therapy	X	
Locker Rental	X	X

NORTHEAST PROGRAMS

Through a partnership with the City of Pensacola, we offer youth programs at the Vickrey Center on Summit Boulevard. We provide transportation from several schools to Vickrey for afterschool and offer summer day camp. We also manage the Roger Scott and Hunter Pools during the summer season. For more information, visit our website or call 478-1222.

GENERAL BRANCH RULES

General

The Y is a values-based organization. Members and guests are expected to act in an appropriate manner.

- Inappropriate behavior such as the use of abusive or foul language, dangerous play, fighting or other unacceptable behavior may result in the termination of membership privileges.
- The Y is an alcohol-free, smoke-free and tobacco-free campus. Members and guests must refrain from using these products on Y property. This includes all e-cigarettes and vaping products.
- Weapons are not permitted on Y property. No guns allowed.
- No food is allowed in the gymnasium, wet areas, Wellness Center, multi-purpose rooms or locker rooms. All beverages must be in a closed, non-glass container. Food is allowed in the lobby/coffee area only.
- In cases of inclement weather, we will follow School District closures plan for youth programs if school is in session. During summer breaks, we will announce plans via social media. We will re-open once we have determined it is safe to do so.
- Children under 13 are invited to enjoy the KidZone. They are welcome to participate in family times and program activities with a parent, guardian or program leader. Youth ages 10-12 may participate in some Wellness Center activities and classes after attending an orientation. (See Wellness Center section.) Children under age 10 must be in KidZone, participating in a program or in a family area with direct parent supervision.
- Members age 13 and older may hold membership and have access to all branch areas. See Wellness Center section.
- For safety, children may not be dropped off unattended. Please escort them to their specific program area and instructor.
- Children must be registered for a program before attending.
- Please report all accidents or emergencies immediately to the Welcome Center. We ask that you fill out an accident report with one of our staff members.
- No paid outside business (e.g., personal training, coaching) may be conducted on Y premises.

Dress Code

- Clothing should be modest and appropriate for a wellness environment. Clothing should not contain profanity or inappropriate images or messages.
- Appropriate athletic shoes are required at all times while in the branch, except in aquatic areas.
- Staff may ask a member or guest to change or leave a specific area if dressed inappropriately.

Wellness Center

- Please respect a 30-minute time limit on cardio equipment when others are waiting. Allow others to work in on strength equipment in between sets.
- Youth ages 10-12 may use the cardio equipment under the direct supervision of a parent or guardian after they have completed an orientation class.
- Youth ages 13-15 have access to all branch areas, classes, programs and activities (except where specific rules limit participation). Youth ages 13-15 may receive an orientation to the cardio and strength resistance equipment upon request. Members 16 and older may use free weights.
- Please use cleaning products provided to wipe down cardio and weight equipment after use. Do not spray cleaner directly on cardio equipment electronic display boards.
- Use weights properly suited for you and ask for help when needed. Staff can offer an equipment orientation or provide assistance when needed.
- Please return equipment to its proper place after use.
- Please avoid repeated slamming of weights or weight stacks and dropping of weights after a set.
- Report any broken or malfunctioning equipment to a staff member immediately.
- No car seats or strollers are allowed in the Wellness Center.
- Closed-toe athletic shoes are required.

Group Exercise Classes

- All group exercise classes are open to all members 13 and older. See branch schedule for family friendly classes that are open to youth ages 10-12 who attend with a parent.
- Members are encouraged to bring a full bottle of water and a towel to all classes.
- Members are encouraged to arrive five minutes before class starts. If it is your first time, please arrive 10 minutes early to meet the instructor and receive any instructions needed.
- While you may occasionally need to arrive late or leave early from a class, we ask that you minimize disruptions to a class while it is in progress.
- Make reservations online by visiting the Programs > Branch Schedules tab of our website. Classes are open for reservations four days in advance. Members may reserve a spot in one class per day. Please cancel your reservation if you will not be able to attend.

Pool

- Swimming permitted only when a lifeguard is on duty.
- Always shower before entering the pool.
- No diving, running, splashing, throwing objects, shoving, fighting, dunking, profanity or other improper behavior. No hanging, pulling or swinging on the lane lines.
- No glass containers, food or drink (except water) are allowed in wet areas.
- Hard balls, street shoes and cutoffs are not allowed in the pool.
- Appropriate swim attire is required.
- Only Coast Guard-approved floatation devices are allowed.
- Infants and toddlers who are not potty-trained must wear swim diapers.
- Persons with infectious diseases or conditions such as open blisters, cuts, sores or inflamed eyes are not allowed in the pool.
- Please limit lap swimming to 30 minutes when others are waiting. Lane sharing is encouraged.
- Refrain from drinking the pool water.
- We may restrict pool use of anyone whose behavior endangers the safety of other swimmers.
- Pools will be closed during active thunder and lightning. We may limit indoor pool use based on proximity of thunder and lightning.
- Our lifeguards are the authority in the pool area and need your assistance and cooperation to ensure that everyone has a safe and enjoyable experience. Please avoid distracting them from their duties.
- Children under 13 will be swim tested according to branch-specific rules and identified through a wristband system.
- Additional branch rules may apply. Members are encouraged to familiarize themselves with all pool rules before use.

Sauna & Steam Room (Bear Levin Studer Branch only)

- We advise a maximum time limit of 10 minutes in these areas. Members at high risk (pregnant women, individuals taking medications, those with elevated blood pressure, diabetes, heart disease or history of epileptic seizures) should avoid these areas.
- These are co-ed amenities. Appropriate attire is required.
- Shower before entering these areas.
- Members 16 and older may use these areas.
- If the Aquatic Center is closed due to weather conditions, access to these amenities also will be closed.

KidZone

- KidZone is a service for parents and grandparents while they are participating in programs and services in the branch.
- Parents or guardians check children in and out at each visit. Please list any other adults authorized to pick up your children.
- We ask parents to bring diapers, bottles, sippy cups, snacks and other items their children may need while visiting us.
- We ask that children be symptom free of any illness for 24 hours before participating in KidZone.
- For safety reasons, we limit the number of children in KidZone at any one time.
- We request a limit on the hours of KidZone use on a daily and weekly basis.
- KidZone is included for those with a Household Membership. Other members may access KidZone for an additional fee.
- For a full set of KidZone rules, please visit the KidZone at your home branch.

VOLUNTEER OPPORTUNITIES

Members are encouraged to actively participate in our Y by volunteering. Volunteers are welcome in all areas. In addition, a volunteer branch advisory board helps direct the activities of the branch in cooperation with staff leadership. If you are interested in any volunteer opportunities, see a director.

ANNUAL CAMPAIGN

Our goal is to say yes to everyone, regardless of their ability to pay. When fees are too much for anyone in need, contributions to our Annual Campaign help fund financial assistance to make Y programs affordable to all. Our annual mission impact in the community is more than \$600,000, made possible largely by our generous donors. Our Annual Campaign happens each spring, but we gratefully accept gifts to the campaign all year long. To volunteer in the campaign or to contribute, please see a director.

OUR LOCATIONS

The Bear Levin Studer Family YMCA

165 E. Intendencia St.
Pensacola, FL 32502
850 438 4406
FAX 850 465 0596

Mon-Fri 5 am-9 pm
Sat 7 am-5 pm
Sun 12-5 pm

Northeast Afterschool & Day Camp Programs

At the Vickrey Community Center
2130 Summit Blvd.
Pensacola, FL 32503
850 478 1222
FAX 850 478 7255

Front Desk Hours
12-6 pm

The Betty J. Pullum Family YMCA

2379 Pawnee Dr.
Navarre, FL 32566
850 936 0049
FAX 850 939 7447

Mon-Fri 5:30 am-8 pm
Sat 8 am-5 pm
Sun 1-5 pm

Administration

165 E. Intendencia St.
Pensacola, FL 32502
850 438 4406
FAX 850 465 0596

We will be closed on New Year's Day; Easter Sunday; Thanksgiving Day; Christmas Eve; and Christmas Day.

We may observe limited hours and/or services on Memorial Day; 4th of July; Labor Day; day after Thanksgiving; and New Year's Eve. Check your branch for details.