DISCOVER YOUR Y.
DISCOVER YOURSELF.

YMCA OF METROPOLITAN DENVER
Membership Guide
WELCOME TO YOUR YMCA.

We’re glad to have you!

For over 140 years, the YMCA of Metropolitan Denver has been helping people throughout our community discover who they are, and all that they can be. And we’re so glad to have you on board.

As a member, you are our family, and we look forward to being an important part of your life.

This guide will provide details about YMCA benefits and amenities that come with your membership. We invite you to explore all the Y has to offer, and take advantage of the Y’s many opportunities to live healthy and connect with others.

You will quickly see all the ways your YMCA is more than a gym or a place to work out. It’s a family of people committed to discovering their potential, setting great examples, and giving back to our neighbors.

Welcome!

Sincerely,

JIM HINER
President & CEO

THE Y IS DEDICATED TO SERVING OUR COMMUNITY, AND ENCOURAGING HEALTH IN SPIRIT, MIND AND BODY.

BENEFITS OF BELONGING
• Access to all five YMCA of Metro Denver branch locations and YMCAs across the nation
• Discounts on YMCA programs, including child care, swim lessons, and youth sports
• Support and resources to improve your health, find balance, and live the life you want to live
• Personalized fitness assessment

YOUTH DEVELOPMENT
The Y nurtures the potential of every child and teen by supporting their unique journey through holistic programming. From cradle to career, the Y provides all youth with the tools and resources they need to succeed in life.

SOCIAL RESPONSIBILITY
We know that when we work together, we move individuals, families and communities forward. The Y responds to society’s most pressing needs by developing innovative, community-based solutions to help those in need to reach their full potential. We are also committed to inspiring a spirit of service by uniting individuals from all walks of life to participate in and work for positive social change.

HEALTHY LIVING
The Y aims to improve the nation’s health and well-being by providing programs and activities that promote wellness, reduce risk for disease and help others reclaim their health. These programs and everything else the Y does are in service of making us—our Ys and our communities—better. The result is a country that values health and communities that support healthy choices.
YOU BELONG HERE.

As a member, you’re part of a national movement and a nonprofit organization of over 2,700 Ys located in 10,000 communities across the United States. With a focus on developing the potential of youth, improving individual health and well-being, and giving back to and supporting communities, your participation in your local Y will bring about meaningful change not just within yourself, but in your community, too. Discover all you need to know to be at home at your Y and make the most of your membership.

MEMBER CARD
Your membership card is your ticket to the YMCA - always present it to the front desk and carry it with you while you’re at the Y.

The replacement fee for lost or damaged cards is $5. Cards are non-transferable. If you do not bring your card, we will ask to see another form of photo identification.

YOUR ACCOUNT
You’re welcome to make changes to your membership, like adding family members or opting for amenities. To do this, complete a Membership Change Form available at the front desk. Members who pay by automatic draft must submit this form more than five days before the next scheduled draft so changes can be implemented in the same month. Charges for upgrades or additional services will be pro-rated to your account. Members who reach an age that will change your membership category, you will be given at least 30 days’ notice of the change.

CHARITABLE GIVING
Membership dues and similar payments are not deductible as charitable contributions. However, as a member, you will be alerted to opportunities for giving back to your community through the Y, such as our Annual Campaign.

PROGRAM REFUNDS
To keep program costs as low as possible, many fees are non-refundable. In addition, we do not offer makeups for missed classes or activities after the session or program begins. If the YMCA must cancel a program or activity, we will issue refunds. Please allow two weeks for a refund check.

GUEST PASSES
We encourage you to introduce your friends and family to the YMCA. Members may bring guests up to three times per year at no charge. Members must stay with their guests and be responsible for them during the visit. Guest privileges do not include program access, and branches may suspend or limit the use of guest passes during peak periods.

All guests are asked to abide by YMCA policies and procedures, sign a Guest Waiver of Liability, and present photo identification.

INSUFFICIENT FUNDS
A $25 service fee is attached to all returned checks or payments.

MEMBER REFERRAL PROGRAM
The YMCA offers a Member Referral program that saves you money when you share your Y world. If you invite a friend, colleague, or family member to join the Y and that person registers for individual or family membership, you’ll qualify for:

- ONE MONTH FREE MEMBERSHIP
- ONE FREE PERSONAL TRAINER SESSION

For more information, ask at the front desk.

CHILD WATCH
We help members achieve balance by watching their kids while they work out. Child Watch is offered at four YMCA of Metropolitan Denver branches - Southwest Family YMCA, Littleton Family YMCA, Susan M. Duncan Family YMCA, and Schlessman Family YMCA. Child Watch policies vary by branch. Please ask for your branch’s Child Watch Guide for complete guidelines.

Here are some important details:

- Two hours of child care while you work out.
- For children ages 6 weeks and up.
- Free for family memberships. (Other memberships can use Child Watch for a small fee per child, per visit, if space is available.)
- Parents must remain in the YMCA facility while their child is in Child Watch.

The YMCA of Metropolitan Denver has been a part of Denver since before Colorado was even a state. Beginning when 16 men and women came together to create a welcoming place of education, friendships, and physical activity, the Denver Y has grown into one of the city’s leading non-profits, impacting the lives of over 68,000 people every year.

Along the way:

- The Downtown Denver Y served as a dormitory for enlisted soldiers during WWII
- We’ve promoted fitness, and even created sports. In 1896, the inventor of basketball joined the Y staff and introduced the sport to Denver. In 1926, the rules for softball were codified here.
- The Y has expanded to five branch locations and more than 50 program centers.
- And we’ve continued to serve our communities’ changing needs, with programs and activities including Autism Respite, Diabetes Prevention, Parkinson’s Disease Care, and more.

GOING STRONG, GOING FORWARD
The YMCA will always be a part of the foundation of Denver. We are here for good, always available, and always accessible.
OUR POLICIES

ACCIDENTS
In the event of an accident, injury, or incident, members and guests should contact a staff member immediately. First-aid kits are available throughout the Y, along with automated external defibrillators.

CELL PHONES AND CAMERAS
Phone calls should be made only in designated areas, and use of electronics should not disrupt others. Cameras are not allowed in locker rooms, restrooms, changing areas, or showers. When using a camera or recording device, members and guests should be respectful of the privacy of others.

CLASS CANCELLATIONS
The YMCA reserves the right to cancel classes due to insufficient registration or attendance, or inclement weather conditions.

DATA SECURITY AND PRIVACY
The YMCA of Metropolitan Denver is committed to providing the highest level of security to members. Personal information, payment information, and other data transmitted through our system are encrypted. Information that members provide to the YMCA of Metropolitan Denver is kept in-house and not provided to any third parties.

DRUG, TOBACCO, AND ALCOHOL FREE
The use of illegal and recreational drugs, tobacco, and alcohol on YMCA grounds is prohibited. Members should refrain from coming to Y facilities if they are under the influence.

FOOD AND BEVERAGES
Food and drinks can be enjoyed in certain areas at each facility.

HYGIENE
Members and guests must shower with soap and water before entering pools or whirlpools. They are asked not to shave in the steam rooms or saunas, to be courteous of fellow members and guests, and abide by the posted rules at each facility.

LOCKER ROOM KEY AND LOCK RENTAL
Members and guests are welcome to lock their belongings while at the Y. To rent a key or lock, a YMCA locker, members and guests should present their membership card, photo identification, or staff-authorized guest pass to the front desk. There is a penalty for lost keys or locks.

LOST/STOLEN PROPERTY
The YMCA of Metropolitan Denver will not be liable for lost or stolen items while members and/or program participants are on YMCA premises or engaged in YMCA activities. Members and guests are responsible for their own possessions. Valuables should be left at home or in a secured locker.

LOCKER ROOM
Members and guests should be respectful of the privacy of others. Showers. When using a camera or recording device, members and guests are asked to use protective equipment where necessary.

Security Cameras. To protect members, staff, and volunteers, certain YMCA areas are under video and/or audio surveillance.

Background Check. The YMCA reserves the right to deny access or membership to any person who is required by law to register as a sex offender or who has a criminal conviction for an act that is contrary to the YMCA values and mission. The Y reserves the right to perform background checks on its members.

Weapons. Possession, sale, distribution, or carrying of weapons, including guns, knives, and explosives, is prohibited and will result in an immediate dismissal from the premise and possibly cancellation of a membership.

SAFETY
The YMCA is committed to providing a safe and welcoming environment for every member and guest. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in the YMCA facilities or participating in YMCA programs.

Use of Caution. Members and guests are asked to exercise caution when participating in classes, using equipment, or swimming, and to supervise their children. Also, members and guests are asked to use protective equipment where necessary.

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PHOTOGRAPH AND TALENT RELEASE
The YMCA may photograph or record activities involving YMCA members and program participants for documentation or promotion. Through the membership agreement, members release the YMCA to use any photos or videos of them, and understand that we do not compensate for these images.

TERMINATION
Membership in the YMCA of Metropolitan Denver is renewed indefinitely until written notice of cancellation is provided by the member, or is cancelled by the YMCA. Members can end Y membership at any time. To do this, members must complete a Cancellation Form available at the front desk. The form must be submitted regardless of whether members pay by automatic draft or by invoice. YMCA members who pay by automatic draft must submit the Cancellation Form at least thirty days before the scheduled draft to ensure cancellation is effective by that draft.

If membership is terminated within 30 days of joining, members will receive a full refund of the join fee and dues. Members who pre-pay semi-annually or annually will be refunded for the unused portion of the membership minus a service charge. Refunds are not available if members are paying on a monthly basis.

Members who renew membership within 30 days of termination will not have to pay a join fee again.
## YMCA Locations Offer:

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