



Benefits of YMCA Membership:

YMCA Membership is about total health in spirit, mind and body. As a member at one of Canada's leading charitable organizations, adults and students can also look forward to these membership benefits:

- Complimentary YMCA Health and Wellness Coaching. Our coaches will help ease your entry into fitness, assist you in setting realistic wellness goals and provide basic equipment instruction designed to help you succeed.
- Unlimited drop-in adult fitness and aquatics classes
- Access to programs at all YMCA of Hamilton/Burlington/Brantford facilities and guest privileges at all Canadian YMCA's
- Member's discount on certification programs
- Complimentary exercise program reviews
- Open gym time and recreational sports
- Open and lane swims
- Sauna, whirlpool and steam room (varies by location)
- Use of day lockers and General Change Rooms
- Unlimited guest passes (Must be 13 years or older/2 passes per guest per year)

Memberships for Children include:

- Unlimited drop-in programs land programs (registered and drop-in)
- One registered swim lesson (or one registered Explorers program which includes a swim lesson)
- Recreational swim and gym times
- Member's discount on certification programs
- Reduced rate for special holiday / March Break / PA Day branch programs

Member Etiquette Statement

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA members, volunteers and staff all accept the responsibility to treat one another with Caring, Honesty and Respect.

Fitness Centre Etiquette

As a YMCA member, I will...

- Ensure that all members have access to equipment by limiting my use to 30 minutes per piece of fitness equipment. I will use the sign up board provided and monitored by YMCA staff (where applicable).
- I will help maintain a high standard of cleanliness for everyone by using the spray bottles provided to wipe down equipment after each use.
- I will return free weights to their stands after each use.
- I will offer to share strength conditioning equipment in between sets, when others are waiting to use it.

Fitness Centre access and fitness classes are for individuals 13 years of age or older. Closed toe, athletic shoes must be worn in all program areas.

Supervision of Children

Your child's health and safety is important to us. Children 10 years of age and under must be supervised by an adult or guardian (minimum 14 years of age) while participating in open gym and recreational swim times. Children must be signed in and out of instructional programs.

Lockers

We encourage members to take steps to protect their valuables. Lockers are for day use only. Please bring your own lock. Locks are available for purchase at the membership desk. The YMCA is not responsible for lost or stolen items. Members are asked not to bring valuables to the YMCA. The YMCA provides safety/wallet lockers for members to store their personal items.

Don't let your finances get in the way of your health

Last year, the YMCA awarded financial assistance to 34,606 people, enabling them to participate in a variety of YMCA programs and services. Whether your circumstances are short or long term, the YMCA provides financial assistance to individuals and families to take part. Don't let your financial situation stop you from leading a healthy lifestyle. Talk to our Membership Desk and we'll see how we can help.

Change Rooms

Family/Special Needs Change Rooms



This change room is for parents with opposite sex children and for members that require assistance due to special circumstances. Swimsuits must be worn in the showers and clothing or a swimsuit must be worn outside the change cubicles. We ask that all members co-operate in making the change room experience comfortable for everyone.

General Change Rooms

Each facility has a change room for males/boys and females/girls that includes day lockers, washroom, bathing suit dryers and washrooms. This change room is for all ages.

Adult Only Change Rooms

These change rooms are for adults 18+ and have a swipe system or an access code that is changed monthly. Additional amenities include towel service, steam room, lounge area, daily newspapers and toiletries.



Family Pricing

The first adult pays the regular membership rate. Family discounts (dependent rates) apply when one or more family members within the same household join. Family members can be added on at any time.

Building Fee

A one-time fee provided membership is continuous and does not lapse for more than six months. Non-refundable. One fee per household.

Payment Options

- Pre-Authorized Debit (PAD) from a bank account (void cheque is required), VISA or MasterCard
- Payment in full – cash, cheque, debit card, VISA or MasterCard



Penalties

Any payment that is returned as NSF will be re-processed by the YMCA within 10 business days. A \$35 service charge will be applied to all returned payments. After two returned payments your membership will be cancelled and the card confiscated. Please note: Memberships on Pre-Authorized plans are automatically renewed unless we are notified in writing 5 days before scheduled payment.

Membership Assistance

As a charitable organization, the YMCA strives to serve all segments of the community, including those with limited financial means. Donors to the YMCA make this possible. If financial circumstances are limiting your ability to participate, assistance may be provided. Please contact us for more information. All inquiries will be held in strict confidence.

Membership Renewal

Members who use our pre-authorized payment plan are automatically renewed on their anniversary date.



Cancellation Policy and Recourse

Membership may be cancelled at any time. Memberships paid by Pre-Authorized Debit, Visa or MasterCard must be cancelled in writing 5 days prior to your withdrawal date and membership cards returned. An annual membership that has been paid in full may be cancelled at any time. The remaining portion of the membership fee will be refunded. To obtain a sample cancellation form, or for more information on your right to cancel a PAD Agreement, you may contact your financial institution or visit www.cdnpay.ca.

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, you may contact your financial institution or visit www.cdnpay.ca.

Limitation of Liability

While YMCA staff and instructors make every reasonable effort to minimize exposure to known risks, the YMCA recommends that you consult with your physician before participating in any YMCA program, and/or using any YMCA fitness equipment or facilities. Neither the YMCA nor its staff, instructors or volunteers are licensed medical care providers and have no expertise in determining the effect of any specific program such as an exercise program, or equipment on a medical condition.

You understand and agree that in registering for a YMCA program and/or using any YMCA fitness equipment or facilities, you may be involved in physical activity and that with any physical activity there is a risk of injury. By participating in YMCA programs and/or using any YMCA fitness equipment or facilities, you agree that you are participating voluntarily and do so at your own risk and you agree to fully release the YMCA and its officers, directors, agents, staff, instructors and volunteers from all claims or lawsuits for any injuries, death, property damage or theft, losses, or any other liability of any kind, arising directly or indirectly out of your participation in YMCA programs and/or use of any YMCA fitness equipment or facilities.

YMCA Commitment to Privacy

Information Collection: Use and Disclosure

The YMCA of Hamilton/Burlington/Brantford respects your personal privacy. We appreciate your concern about your personal information and believe ensuring the security of your personal information is an important part of our job. We strive to protect any personal information you give to the YMCA of Hamilton/Burlington/Brantford (address, name, email address, phone number etc.)

If we ask you to provide us with any personal information, we will tell you the purposes for which we intend to use that information. We will not collect, use, or disclose your personal information without your consent. We collect no personal information about you unless you choose to provide that information to us. We do not use techniques that collect personal information about you without your knowledge. Your personal information is not lent or sold to anyone for any purpose. It is our intention to fully comply with the "Personal Information Protection and Electronic Documents Act" passed by the Government of Canada in April 2000 - for your benefit and ours.

YMCA Volunteering

The YMCA believes that people enrich their own lives when they enrich the lives of others. All YMCA endeavors involve a partnership of volunteer and staff teams dedicated to creating healthy communities where individuals and families have opportunities to reach their potential.

Please visit www.ymcahbb.ca to complete your volunteer application.

“ I volunteer with the YMCA because I get to help make a difference in people’s lives. At the same time, I get to learn new skills that will stay with me. I get to see first hand how acts of kindness can change lives. ”

~ YMCA Volunteer



YMCA Smoke Free

At the YMCA, we promote health and wellness. Smoking is not permitted in any facility or within 9 metres of any YMCA entrance.

Your Membership Card

Membership cards must be presented each time you enter the YMCA and scanned at the Membership Service Desk. You are the only one who can use your YMCA membership card and cards are non-transferable.

If someone else tries to use your card, with or without your knowledge, your membership will be cancelled. Replacement membership cards are \$5.00.

Photo ID

When purchasing a membership or accessing the YMCA for the day, photo identification is required. This is mandatory to ensure the safety of all our participants. Valid full time student ID needs to be shown each year to receive the student rate when the individual in the student category reaches the age of 21.



Guest Privileges

Members may bring an unlimited number of guests to the YMCA. Each guest may only be signed in twice per calendar year. All guests must provide photo ID to access the facility. Access for guest passes is for the day with in and out privileges. Guest passes are not transferable.

Cell Phone Policy

Cell phones are not permitted in change rooms or washrooms. To respect others, members are asked not to talk on cell phones in any program areas.

Camera Policy

Camera's are not permitted on site. Any photography taken on site must have prior approval by YMCA Management and adhere to all YMCA photo release policies.

Charitable Mission: The YMCA of Hamilton/Burlington/Brantford is a charitable organization helping people achieve personal growth in spirit, mind and body through participation and service to the community.

Vision: Creating healthy communities in which individuals and families have opportunities to reach their potential.

YMCA Core Values: Caring, Honesty, Respect, and Responsibility.