



Valley Shore YMCA MEMBER HANDBOOK

Revised May 2025



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Hello! Welcome to the Valley Shore YMCA. As a lifelong YMCA member, I cannot think of a more exciting, causedriven organization to belong to, raise a family, work, volunteer, or donate. Since 1917, we have served families on the Shoreline in countless ways, including swim lessons, camp, teen nights, adult fitness, childcare, cancer survivor programs, a community garden and so much more. At the YMCA, we are for:

Youth Development: Nurturing the potential of every child and teen.

Healthy Living: Improving the Shoreline's health and wellbeing.

Social Responsibility: Giving back and providing support to our neighbors.

Welcome to the YMCA!

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Tony Sharillo, CEO Valley Shore YMCA

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Who We Are

The Valley Shore YMCA is a cause–driven nonprofit organization located in the small town of Westbrook, Connecticut, situated on both the Connecticut shoreline and in the lower Connecticut River Valley. We have a vibrant membership of 6,000 people, as well as over 100 employees and over 100 annual volunteers. The Valley Shore YMCA community is a diverse blend of many ethnicities, religions, and socioeconomic groups. We believe that everyone should have the opportunity to learn, grow, and thrive, and we fulfill the promise to all in our community by serving everyone who comes through our doors regardless of their ability to pay. The Valley Shore YMCA is more than just a pool or a gym; it is a place for people to grow, discover their potential, and build lifelong friendships in a safe and nurturing environment; it is a community of caring individuals and families where honesty, respect, responsibility, and building character values are always a priority.

Visit our website for all our program offerings with up-to-date information. http://www.vsymca.org

Mission and Focus

The mission of the Valley Shore YMCA is to develop and encourage the growth of all individuals in spirit, mind and body in an atmosphere of mutual respect.

The YMCA movement seeks to include the following four core values in all our programs and classes: **caring, honesty, respect, and responsibility.**

Our Cause

The mission of the YMCA is still very much at work in our community. Services provided by the Y are not just programs that are appreciated by our members, but to many, they are essential to their well-being and the overall strength and success of their family.

- The YMCA is community-centered. For over 100 years, we've been listening and responding to the unique needs of the shoreline communities we serve.
- The YMCA brings people together. Individuals of all ages and backgrounds connect to bridge the gaps and to build a stronger community.
- The YMCA nurtures potential. We believe that everyone should have the opportunity to learn, grow and thrive.
- The YMCA has local presence and global reach. Worldwide, the Y serves more than 45 million people in 119 countries. In communities across the CT Shoreline area, we mobilize local efforts to bring about lasting and meaningful change.

The Y is a 501(C)(3) organization and exists due to the support of generous donors who believe in our mission.

All donations remain within our local YMCA community.

ANNUAL SUPPORT CAMPAIGN IMAGINE YOUR IMPACT

Give today at www.vsymca.org/donate/

The Valley Shore YMCA strives to empower youth, build healthier families and foster inclusive communities. The Annual Support Campaign is a yearly fundraising campaign to help communities through outreach programming, access to opportunities, and providing financial assistance to those in need.



The Valley Shore YMCA is committed to providing youth with a safe and rewarding experience while in our facility or while involved with any of our programs. To that end, our YMCA has enacted several policies specific to youth protection (a complete list of which can be found at vsymca.org). Those policies include but are not limited to:

- All members, staff and volunteers are checked against the National Sex Offender Registry
- All staff and volunteers go through a thorough screening and background check process
- All staff and volunteers sign a Code of Conduct and abide by our Child Abuse Prevention Policies and Procedures
- The YMCA takes seriously and will investigate any and all reports of suspected abuse and follows legally mandated reporting requirements
- Members are encouraged to report any suspicious behavior to a YMCA Staff Member or the CEO

Youth safety is everyone's responsibility. Thank you for doing your part.

Sex offender screenings

All individuals applying for membership are required to present a valid driver's license or state-issued ID at the time of registration. The YMCA conducts routine sex offender screenings for all members, program participants, and guests. If an individual is identified as a match in the sex offender registry, the YMCA reserves the right to terminate membership, revoke program participation, and deny access to its facilities.

Sex offender dispute/grievance policy

The YMCA is willing to fully investigate and resolve any errors in information that may list individuals incorrectly as a sex offender. During the period of this investigation, however, we must insist that the restriction that the YMCA places on registered sex offenders be followed.

- YMCA will provide the impacted individual with the information that we have been provided that identified the individual as a registered sex offender. This will be done within three (3) business days.
- During the investigation, we ask for both the individuals' assistance in researching the matter as well as patience and understanding as these types of errors can require significant effort to resolve. We will ask that the individual provide as much information as possible to refute the provided information and to provide additional information that establishes that the individual is not the individual listed.
- Following the receipt of information back from the individual, the YMCA will continue its investigation. This may include additional requests for information and/or a meeting to discuss the information that is available.
- We will notify the individual both directly and via written communication of the resolution. If there are any changes to these restrictions, the date at which that would take effect will be noted.





Since 1917, the Valley Shore Y has served families on the Shoreline in countless ways, including swim lessons, camp, kid's nights, adult fitness, childcare, cancer survivor programs, a community garden and so much more.

Full Facility & Short–Term Membership Benefits:

- A Welcoming and Family-Friendly Environment
- Over 80 FREE Adult Fitness Classes
- A 25 Yard, Heated Indoor Pool
- Basketball Gymnasium
- Racquetball Court
- Dry Sauna
- Pickleball
- Member Clubs and Organizations
- Free Child Watch
- Free Wellness Orientation with a Personal Trainer
- Group Cycling Classes
- Nationwide Membership enables Y members to visit any participating YMCA in the United States

Additional membership options include Health Insurance Partner Memberships and Guest Memberships.

Scan here or go to our website at www.vsymca.org/membership/ to apply online. Stop by our welcome center for more info.





FINANCIAL ASSISTANCE AVAILABLE YOU BELONG AT THE Y

Financial assistance available for eligible households on facility memberships, swim lessons, youth camps, and childcare.

With a guest membership at Valley Shore YMCA, you can register for 1-Day Passes, 7-Day Passes, swim lessons, and many enrichment programs available at Valley Shore without paying full facility membership dues.

Guest Membership Access:

Not a member yet? There are still a lot of ways to enjoy the Y!

Health Insurance Partner Membership Benefits:

When it comes to good health, staying physically active is one of the single best things we can do for ourselves. On top of relieving stress, it's also a great way to combat chronic disease, prevent obesity, and boost brainpower! However, you might not be able to pay out of pocket for a gym membership each month. The Y has joined forces with a handful of Medicare and insurance partners so you can have access to a place to exercise and nourish your spirit, mind, and body. If you want to discuss additional amenities, please stop by or contact our staff.

*Health insurance benefit memberships provide identical benefits to full facility memberships; except they do not include Nationwide YMCA access.

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 membership dues). Not all services may be offered to Nationwide members (for example, class reservations and child watch). To be eligible for Nationwide Membership, you must have an active membership and present a valid photo ID or membership card. On average, at least 50% of your monthly visits must be to your Home YMCA. Additionally, if you are a college student you will need to join the YMCA where your usage is 50% or greater. Nationwide Membership is based on individual usage, not the family unit.

YMCA Nationwide Membership:





Child Watch

Children whose parents are exercising or participating in other activities at the Y and have an active membership may attend YMCA Child Watch. Child Watch programs offer supervised, age-appropriate experiences in a fun and safe environment. Schedules and information can be found at the Welcome Center or Child Watch. Services are available for no longer than 1.5 hours per day. For more information visit https://vsymca.org/child-watch-1/

Ages 8 weeks through 10 years.

Youth Participation and Usage Policy:

For times when youth will be using the YMCA, we ask that the outlined Valley Shore YMCA policy and facility use guidelines be followed:

Under 10 Year of Age:

- Youth can be checked into Child Watch.
- Access to open gym and pool while supervised by an adult.
- No access to wellness areas.
- Children under the age of 8, regardless of ability, must have an adult in the water.

Ages 10-13:

- Access to open gym and pool while supervised by an adult.
- Access to wellness areas while supervised by an adult.
- Ability to participate in GroupEx classes (non-equipment based) when attending with an adult.
- Children under the age of 13 must be accompanied by an adult in the pool room.

Ages 13 through 17:

- Access to facility without an adult present after first visit.
- Full use of Brady Wellness Center.
- Full use of Lee Pool only if able to safely swim without lessons.
- Ability to participate in GroupEx classes and make reservations.
- Poor or non-swimmers, regardless of age, must be always accompanied in the water by an adult within arm's reach.

Code of Conduct

The member(s) agrees to abide by all policies and procedures of the Valley Shore YMCA and understands failure to act in accordance with these rules may result in expulsion from the YMCA, removal from programs, and revocation of the membership. The YMCA is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the YMCA asks all persons to act appropriately at all times when in our facility, on our property, or while participating in our programs. We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. The actions listed below, which are not intended to be an all-inclusive list of behaviors, are considered inappropriate and are prohibited in our facilities or programs:

- Using or possessing illegal chemicals while on YMCA property or at YMCA-sponsored programs.
- Smoking on YMCA property—All YMCA buildings and grounds are smoke and tobacco product-free environments. This includes vaping and e-cigarettes.
- Carrying or concealing a weapon or any device or object that may be used as a weapon.
- Selling or promoting products and/or services without prior written consent of the Valley Shore YMCA.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Theft or behavior which results in the destruction of property.
- Verbally abusive behavior, including profanity, angry language, or any type of menacing behavior.
- Sexually explicit conversation or behavior; any sexual contact with another person.
- Sharing of membership card(s).
- Loitering within facilities or on the grounds of the YMCA after being requested to depart from the YMCA's property.
- Solicitation on YMCA grounds.
- Service animals specifically allowed to aid a person with disabilities are allowed to enter the facility. Service animals must remain with their person. They may not be left unattended in the YMCA. Members are responsible for damage and housekeeping for their animals. No pets.
- In addition, the YMCA reserves the right to deny access or membership to:
 - o Any person who has been accused or convicted of any crime involving sexual abuse or has been a registered sex offender.
 - o Any person who is currently under the influence of illegal or dangerous drugs or chemicals, narcotics, and/or displaying intoxicating behavior, or if staff have reasonable suspicion.

YMCA staff members are here to be of assistance. Anyone who feels that this Code of Conduct is being violated should immediately report the behavior to a staff person on duty. While an incident is being investigated, the membership may be temporarily suspended pending a final decision. Suspension or termination of YMCA membership may result from a violation of this Code of Conduct.



Valley Shore Y Facility Dress Code:

Throughout all areas of our membership facilities, please wear attire that is respectful of others and appropriate for a family-oriented organization. We reserve the right to discuss attire with members/program participants and will ask the respective individual(s) to adjust their attire if deemed inappropriate.

General Dress Code Rules: Exceptions for certain classes, programs, locker rooms, and pool.

- For your safety and cleanliness of the facility, shoes are required when transiting throughout the facility.
- Tops covering the chest/ribcage and the full torso are required.
- Full coverage shorts or bottoms are required outside of locker rooms and pool.
- Graphics on clothing must be free of profanity, drug, or alcohol references.

Wellness Center & Studio Dress Code:

In addition to facility dress code. *Exceptions for certain programs such as yoga.*

- To minimize damage to wellness area floors and equipment, members and program participants are asked to wear clean, athletic shoes in the wellness center and studios.
 <u>Closed-toe shoes are required</u>, no open-toe shoes or sandals while working out.
- For safety and cleanliness reasons, please avoid clothing that would allow direct skin contact on equipment seatbacks, seats, and benches. Wipe down equipment after each use.
- In order to prevent injury, damage to upholstered equipment, or clothing becoming caught in moving components, clothing with zippers, snaps, buttons, chains, etc (such as jeans) should not be worn while working out.

Aquatic/Pool Dress Code:

In addition to facility dress code.

- Please shower before entering the pool; this is required by State Health Codes.
- All swimmers must wear swimming attire; infants must wear swim diapers.
- Only Coast Guard approved PFD's (Personal Flotation Devices) may be used; inflatable floatation devices are not allowed.
- The lifequard's word is final.

General Locker Room Etiquette

- Use of electronic devices, such as but not limited to cell phones, tablets, or mp3 players, especially for the purpose of taking pictures or videos, is strictly prohibited.
- After showering, please dry and put clothing on prior to utilizing other locker room amenities.
- The swimsuit spinner is for swimsuits only.
- Loitering is prohibited.
- Please do your part in keeping our locker rooms clean and tidy.
- Use a personal lock to secure your items in a locker during your visit. Refrain from bringing valuables to the facility. Contents are left at the owner's risk.
- Please do not leave your belongings overnight in the day-use lockers as they will be removed at the end of each day.
- Food or drink of any kind is prohibited in the locker rooms. Plastic water bottles are permitted.
- No glass of any kind.
- Bare feet and wet swimsuits are not allowed outside of the locker rooms or pool area.

These guidelines are not intended to be an all-inclusive list of behaviors. If at any time the locker room facility is not clean or well-maintained, or if you see any suspicious behavior, please notify our front desk staff for assistance.

- The Family-Friendly Locker Room is equipped with a selection of private changing rooms with showers and toilet facilities.
- This locker room is available for all genders, anyone with children of any age and gender, for people with disabilities and their caregivers, or for people who prefer more privacy.
- Individual private spaces are provided for changing.
- Public nudity is prohibited in shared spaces to ensure a respectful area for all.
 We ask members, participants, and guests to be clothed, discreet and minimize exposure as much as possible.





When using any of adult locker rooms, please wear a towel or clothing when moving around common areas to respect other member(s) sensitivity to nudity.
 Children of opposite sex over the age of 3 must use family restroom or family locker room.

Sauna Rules:

 The sauna can increase pulse rate, body temperature, and affect blood pressure. Individual physical responses may vary. Limit each session to a maximum of 10 minutes. You may shower, cool down, and return for one additional 10-minute session.

Health Precautions:

- o If you have any medical conditions including but not limited to heart disease, diabetes, high or low blood pressure, respiratory issues or if you are pregnant, please consult your physician before using the sauna.
- o Sauna is for ages 18 and over. It is not considered safe for children.

Please Do:

- o Shower before using the sauna
- o Wear appropriate attire: clean bathing suits, workout clothes, or shorts and T-shirts
- o Sit on a towel at all times while in the sauna
- o Wear clean shower shoes or flip-flops—no street shoes or sneakers
- o Report any concerns to Membership Staff promptly

Please Do Not:

- o Apply or use topical creams, lotions, oils, or ointments in the sauna
- o Use sprays or aerosols
- o Sit directly on the wood—always use a towel for sanitation
- o Use cell phones or electronic devices
- o Wear street shoes or sneakers on benches—to prevent contamination
- o Hang items to dry in the sauna
- o Shave (strictly prohibited)
- o Eat or drink (except for water)
- o Pour water on the electric heating unit—this may cause damage, injury, and sauna closure
- o Exercise in the sauna
- O Use the sauna under the influence of alcohol or medications that your physician has advised against in high heat environments



Come swim at Valley Shore YMCA, whether you are a parent looking to teach your little swimmer water safety skills, an athlete looking to train and build endurance, or a senior working to stay active and socially connected.

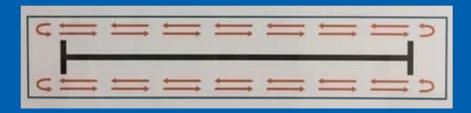
- Swimmers must shower before entering the pool per State Health Codes.
- Any person with open sores and communicable diseases will not be allowed to use the pool due to State Health Codes.
- All swimmers must wear proper swimming attire.
- Incontinent swimmers must wear swim diapers.
- Only Coast Guard approved PFD's (Personal Flotation Devices) may be used. No inflatable flotation allowed.
- Children under the age of 13 must be accompanied by an adult in the pool room.
- Children under the age of 8, regardless of ability, must have an adult in the water.
- Poor or non-swimmers, regardless of age, must be accompanied in the water by an adult within arm's reach at all times.
- Swimmers must be able to confidently swim 25 yards without flotation in order to swim outside of the shallow swim area. Floatation devices are not permitted in the deep end except for adult water exercise and swim lessons
- Running, horseplay, prolonged breath holding, or hanging on Lane Lines and Rope Dividers are prohibited.
- Spitting or blowing your nose in the pool is prohibited.
- No diving allowed. Diving blocks are for competitive events and lesson use only.
- Jumping into the shallow end of the pool is prohibited. Jumping is to be done only in an approved "Jump Zone" with the lifequards permission.
- Kickboards, barbells, fins, snorkels, and other devices are to be used for training only during swim instruction, organized exercise classes, or lap swimming.
- Glass, sharp objects or food are prohibited on the pool deck.
- Strollers are not permitted on the pool deck.
- Pool stairs are for entering and exiting the pool only. Do not play on the pool stairs.
- Lap swimming is confined to lap lanes only. Rec area is for recreational swimming, swim exercise, water walking, and any water activity not defined as lap swimming.
- When all lanes are occupied, lap lanes are to be shared. Two swimmers can split a lane; three or more will circle swim. Circle swim requires a swimmer to stay to the right side of the lane at all times. Passing is only permitted at the end of the lane.
- Swimmers may be asked by the lifeguard to change lanes to accommodate swimmers of different speeds.
- Private swim lessons may take over the use of a scheduled lap or rec lane.
- For your safety, the pool and pool deck are not open during thunder and lightning storms. The pool will reopen 30 minutes after the final sound of thunder.
- In the case of an Emergency Alarm, swimmers must exit the pool area via the Exit doors. For your own personal safety, no one may re-enter the building until cleared by professional responders. Emergency supplies will be provided by Lifequards.
- In the event of a medical emergency, all swimmers will be cleared from the pool and asked to leave the room.
- Maximum of 25 swimmers per lifeguard will be permitted in the pool.
- The Lifeguard has final say.

Lap Lane Etiquette

- Lap lanes are only to be used for continuous swimming from end to end.
- Enter and exit lanes from the shallow end of the pool.
- During crowded periods, sharing lanes is required.
- Let all swimmers in progress know you are entering the lane.
- Be polite to swimmers of different abilities and levels.
- Swimmers may be asked by the lifeguard to change lanes to accommodate swimmers of different speeds.

2 Swimmers in a Lane:

Split the Lane. Use the painted line in the middle of the lane to split the lane. Swim down and back along one lane line while the other swimmer swims along other lane line.



3 or More Swimmers in a Lane:

Use Circle Swimming. Swim to the right of the center black line with the lane lanes along your right shoulder the whole time.

Passing is only permitted at the end of the lane.



One Length = 25 Yards One Mile = 70 Lengths



Age Policy:

Age 13+: All access

Age 10-12: Access to cardio and strength equipment with an adult present. No access to free weights.

Under 10: No access.

To ensure the health, safety and enjoyment of all, we ask our members and guests to abide by the following guidelines:

- Respect others by using courteous and appropriate behavior and language.
- Please secure all belongings in the locker room with a lock. Let's reduce clutter to provide as much space as possible for exercising. The YMCA is not responsible for lost or stolen items.
- For the health and consideration of other members, please refrain from using perfume/cologne and other scented beauty products.
- Please limit conversations to the lobby or non-workout areas and hallways.
 - o If you need to take a call or make a call, we ask members to step outside the Wellness Center or program area.
- Please do not move equipment around the workout area.
- When using the free weights please use spotters and collars to ensure your safety.

Sign-Up for a FREE Wellness Orientation!

Get a strong start working out! Schedule an orientation online or at the front desk.

Personal Training

may take priority over equipment/space at times.

Only YMCA Personal Trainers

are allowed to train with clients on YMCA property, to include online coaching/training.

Please limit phone conversations to the lobbies throughout the Y.



Please keep screen time courteous and brief while using machines.

Return equipment and rack weights when finished.



Please wipe down equipment after use.

Don't monopolize several pieces of equipment while others are waiting.



Please allow others to "work in" or take turns.

Wellness Center Guidelines Continued

- Members are encouraged to go through a free equipment orientation with a member of the Wellness Team to learn proper technique for the strength and cardio equipment. Reservations are required for this service.
- Children under the age of 13 are not permitted in the Wellness Center alone. Children between 10–12 may use cardio equipment or workout with an adult provided they are supervised at all times. No children under 13 are permitted to use any matrix strength training equipment.
- Always use your membership card for admittance and do not open doors to allow others entry to the building.
- Respect the rights of others by using courteous and appropriate behavior and language.
- Secure all belongings in a cubbie or in the locker room. The YMCA is not responsible for items left in the Wellness Center. Bags must be stored in lockers.
- Please do not wear outdoor shoes in the Wellness Center. Bring separate indoor footwear.
- Please wear appropriate fitness attire. Sneakers are required.
- For the health and consideration of other members please refrain from using perfume/cologne and other scented beauty products.
- Please be courteous with your cell phone and do not carry on conversation while occupying equipment.
- Do not move equipment. Leave it where it is.
- Wipe down all equipment before and after use with wipes located in all areas of the fitness center.
- Do not be overly noisy. Do not slam, drop, clang or throw dumbbells on the floor when you are finished. Keep grunting to a minimum.
- Please rack weights after use and return all equipment to its proper place. To ensure a comfortable environment
 for everyone, please be considerate and courteous to others and do not carry on conversations while sitting on
 equipment and not utilizing it.
- Report faulty equipment or concerns to Wellness Center Staff.
- At times this facility is not supervised, use at your own risk.
- PLEASE LET THE WELLNESS CENTER STAFF KNOW IF THERE IS ANYTHING WE CAN DO TO ASSIST YOU! WE ARE HAPPY TO ANSWER QUESTIONS AND PROVIDE FITNESS GUIDANCE!

Disclosures and Policies:

All members are required to present a valid license or state issued ID. Membership in the YMCA is a privilege, and the YMCA reserves the right to cancel any membership if the YMCA deems such action to be in its best interests. Membership dues are non-refundable. Membership dues and similar payments are not deductible as charitable contributions. Membership rates are subject to increase; notice of increase in membership rates will be released 30 days in advance. All monthly drafts/auto pay memberships are to be paid on the first of the month. If the membership dues remain unpaid by the end of the month the membership will be terminated, and the member will be responsible for paying the balance before they may attend or rejoin. If you would like to change your information please stop by the Welcome Center to update.

All members and quests are required to check-in at the Welcome Center. All members must have their membership card when checking in. No members or visitors may be let in via other doors. Members who allow other persons to enter the building may lose membership privileges. Exterior doors are not to be opened or propped open.

All members and quests under age 13 must be accompanied by an adult unless in a YMCA program. Youth ages 13–17 may be in the facility after they have a quest pass waiver signed by a legal quardian over 17.

You are welcome to rejoin the YMCA at any time after cancelling a membership. If you rejoin within 6 months, the joining fee will be waived.

Diversity and Inclusion:

The YMCA is made up of people of all ages and from every walk of life, working side by side to strengthen communities. Together we work to ensure that everyone, regardless of race, color, age, religious creed, marital status, national origin, ancestry, genetic information, physical disabilities, learning disabilities, intellectual disabilities, past or present history of mental disability, sex, pregnancy, sexual harassment, sexual assault, domestic violence, transgender status, gender identity or expression, sexual orientation or civil union status, veteran status, and other factors has the opportunity to reach their full potential with dignity.

Our core values are caring, honesty, respect and responsibility —they quide everything we do.

Medical Treatment:

The member(s) gives permission for Parking at the YMCA is free. We know Training: deemed immediately necessary or park in the fire lane. advisable by such first responder or a physician.

Parking:

YMCA staff or volunteers to provide that parking can sometimes be Only Valley Shore YMCA certified staff emergency medical treatment and to difficult. Please arrive early to ensure members or approved contractors call emergency first responders for ample time to find a space. The will be allowed to utilize YMCA transport to an emergency center for disabled parking access is reserved facilities treatment. Also, the member(s) for those with official permits or including and not limited to sports, consents to medical treatment plates. Please be aware and do not technique/agility training, personal

: Outside Coaching and

training for services. training, and swimming instruction.

Covid and Health Policies and Procedures:

Policies and procedures may change due to the Covid-19 pandemic or other health concerns. Please refer to the website www.vsymca.org for the most up to date information.



Member health:

The applicant affirms that they are in good physical health and acknowledges that participating in group exercise, weight training, recreational sports, and facility use such as pools, saunas, and fitness equipment involves potential risks of injury or illness. The applicant also understands that the Valley Shore YMCA is not liable for any such injury or illness.

Photo/Audio Visual/Narrative Release:

In consideration for being allowed to participate in YMCA membership and programs, images, video and film footage is often used by the Valley Shore YMCA for promotional purposes. The Valley Shore YMCA may make, reproduce, edit, broadcast or rebroadcast any video film, footage, soundtrack recordings and photo reproductions of members, guests and staff and/or a narrative account of the experience at the Valley Shore YMCA for publication, display, or exhibition thereof in promotions, advertising and legitimate business uses without any compensation to, and/or claim. Individual may, or may not be, identified in such reproductions; however, shall not be stated by name to have endorsed any particular commercial products or commercial services.

Cell Phones

For the privacy and protection of all our members and guests please adhere to the following guidelines:

- Please limit conversations to the lobby or non-workout areas and hallways.
- The use of cell phones is not permitted in locker rooms or youth program areas due to the camera and video function.
- Please set phones to silent while working out so as not to disrupt others.
- Taking photos or videos without permission is not permitted.

General Liability Release and Waiver of Claims:

The member affirms they have no medical condition that would prevent them from participating in activities of the YMCA. It is the responsibility of the member or the member's parent or quardian to ascertain that they are physically and medically able to participate in the activities in which they may choose to engage. The member further authorizes the YMCA to administer first aid in the event of an emergency, including CPR and AED, and to obtain emergency medical care for the member should that be necessary. By participating in the YMCA Nationwide Membership Program, the member agrees to release the National Council of Young Men's Christian Associations of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico. from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law. In consideration of the grant of membership by the YMCA and access to the programs and facilities of the YMCA, the member hereby agrees to release, absolve, indemnify and hold harmless the Valley Shore YMCA, its staff, employees, volunteers, supervisors, instructors and any other representative, together with their agents, representatives or assigns (collectively the "Released Parties") from any and all claims, liabilities or lawsuits for any bodily injury suffered by them, including death, for any loss due to theft of or damage to the members' personal property, or for any other consequential or incidental damages caused in any manner whatsoever where any such claim, liability or lawsuit is attributable to the negligence or absence of ordinary care of the Released Parties. The member expressly waives any claims arising from the above that may be brought at any time by the member, their family, estate heirs or assigns, and assumes all risks and hazards attendant to the use of the facilities, use of the equipment, or participation in program events or instructional classes.

Breastfeeding Policy:

We are the Y and our culture is deeply rooted in inclusion and we are "welcoming, nurturing, genuine, hopeful and determined" for all, including new moms and their babies!

Breastfeeding moms and their infants are welcome to feed anywhere in our facility.

Please speak to front desk staff if you would like to find access to a comfortable space or need access to a refrigerator for pumped milk. We will be happy to provide an office or comfortable room for a nursing mother.

Reasonable Accommodation Policy

The Valley Shore YMCA is committed to ensuring that its policies and procedures lawfully enable individuals with disabilities the opportunity to participate in and benefit from its programs and facilities. The YMCA will not otherwise discriminate against individuals with disabilities in connection with its operations. Therefore, if an individual with a disability requests a reasonable accommodation, the YMCA will provide one unless doing so would result in an undue burden on the YMCA or would require a fundamental alteration in the nature of the program or service being offered. A "person with a disability" means an individual who has a physical or mental impairment that substantially limits one or more major life activities. A "reasonable accommodation" is a change, modification, or adaptation in a policy, procedure, practice, program, or facility that provides a qualified individual with a disability the opportunity to participate in or benefit from a program or activity, providing such does not result in an undue burden on the YMCA or a fundamental alteration in the nature of the program or service being offered. Members, program participants, or their parents/quardians may submit reasonable accommodation requests in writing or by any other effective means of communication. All requests for reasonable accommodation will be forwarded to the Valley Shore YMCA CEO. If additional information or documentation is required, the CEO or another employee on the CEO's behalf will notify the person seeking accommodation of the need for such additional information or documentation. Upon receipt of the request and any supporting documentation, the YMCA will provide written notification of its decision to approve or disapprove the request. If the accommodation is denied, the person submitting the request will be notified of the reasons for denial.

Privacy Policy

The YMCA makes reasonable efforts to protect your personal information and safeguard against the unauthorized processing of personal information, and against accidental loss of, or damage to, personal data, although we cannot provide an absolute guarantee of security of our site. The YMCA collects personally identifiable information (PII) from you when you voluntarily submit information to us. This information may include your name, home address, date of birth, demographic information, payment and other information that we may need to collect in connection with certain participation in events, registrations, or membership. You've entrusted us with your personal information and we're committed to protecting it. We will not sell your personal information to anyone, for any reason, at any time. We use firewalls and encryption technology to protect personal information on our computer systems and take precautions to ensure your Internet account and personal information are accessible only by employees who are authorized to have access to your personal information. For questions pertaining to our Privacy Policy, please contact us at vsymca@vsymca.org. or visit our website www.vsymca.org/privacy-statement/. Some programs have policies specific to that program. Please contact the YMCA's respective program director for program handbooks and additional information.

Payment Authorization and Policies

Payment Authorization for Automatic Membership Billing

By enrolling in membership at the Valley Shore YMCA, you agree to participate in an automatic recurring payment plan.

Auto Draft Memberships:

By enrolling in a membership at the Valley Shore YMCA, you authorize participation in an automatic recurring payment plan. The credit card on file will be charged on the 1st day of the membership period you selected. Auto-draft memberships are billed on a continuous basis, beginning on the 1st and ending on the last day of the month within the chosen timeframe. Automatic payments will continue until a cancellation request is submitted by the primary member of the account.

Rate Changes:

Membership rates are subject to change. Members will be notified at least 30 days in advance of any rate increase.

Cancellation Policy:

You may cancel your membership at any time, either online or in person at the Membership Desk. Cancellation requests will be processed within three (3) business days. To avoid being charged for the next billing cycle, cancellation must be requested at least three (3) business days prior to the end of the current cycle.

If you are not attending the facility as much as you would like, please consider taking advantage of your wellness orientation to get re-energized! We want you to stay!

If you are having trouble with a YMCA membership due to financial circumstances, please take a minute to call or visit our YMCA Welcome Center and speak with a staff member about Financial Assistance. Through the generosity of donors, we are able to provide programs and services to those who may not otherwise be able to participate. The YMCA helps hundreds of people each year with membership scholarships. Talk with the Welcome Center for an application or download the application from our website. All YMCA members receive the same membership benefits, regardless of assistance, and financial information is kept confidential.

Non-renewing Memberships:

Quarterly, semi-annual, and annual memberships may be purchased as one-time payments and are set to automatically expire at the end of the selected term.

Non-Payment Policy:

The Valley Shore YMCA reserves the right to cancel memberships without notice for unpaid balances at the end of any month. Members remain responsible for any outstanding charges.

Refund Policy:

The YMCA does not require an annual contract and members may terminate their monthly membership draft by following simple written termination procedures listed in cancellation section. The YMCA does not provide refunds on membership fees, join fees, or gift certificates. If you believe there has been an error on your account please notify us within 90 days. We hope there will be no errors made on our part, but we will certainly correct errors within 90 days of the charge.

The YMCA will provide refunds if a program is canceled due to low enrollment. System credits may be granted toward future YMCA programs if a member cancels a program prior to the start of a session. System credits will expire after 12 months and are not redeemable for cash. No refunds or system credits will be issued after the start of a session, unless it's due to medical reason and with a written verification of injury or illness by a physician.

VALLEY SHORE YMCA WESTBROOK, CT



Get more information at www.vsymca.org or visit us on social media:

