



WILLIAMS YMCA OF AVERY COUNTY 24-HOUR ACCESS POLICIES AND MEMBER AGREEMENT

The Williams YMCA has a strict honor code based on our values of honesty, respect, caring, and responsibility. If a member fails to abide by the policies established or follow member conduct guidelines, their 24-hour access and their membership will be revoked without refund. Violations of the Honor Code with trespassing, theft, and other crimes may lead to prosecution.

ACCESS

As a member with 24-hour access, you may use the Fitness Center area of the YMCA at any time. The YMCA will be staffed during normal operating hours. There will be no YMCA staff on hand after normal operating hours to assist members.

After normal operating hours end, the following areas will be unavailable:

1. All downstairs areas of the Main YMCA Facility, including

- Locker Rooms and Family Locker Rooms
- Group Exercise and Spin Studio
- Aquatics Center (Pool)
- Healthy Living Room

2. All Areas for Child Care & Drop-In Child Care, including

- Arthur Youth Center
- Hugh Chapman Center
- Child Development Center

3. Athletic and Sports Facilities, including

- Blackburn Athletic Center
- O'Connell Field House

4. Member Services and Offices

AGE REQUIREMENTS

24-hour access is limited to adults, ages 18 and older. 24-hour access will only be granted to those who meet this age requirement. Members who violate this policy will lose their membership privileges and their membership will be canceled immediately and without refund.

THE FOLLOWING ARE STRICTLY PROHIBITED

- Use of profanity toward members and staff.
- Providing entry into the facility after normal operation hours to a member or non-member who does not have 24-hour access or is underage.
- Use of equipment in a manner different than intended by the manufacturer.
- Failing to wear shoes.
- Wearing open-toed shoes, sandals, flip-flops, and socks.
- Selling merchandise and/or products of any kind.
- Alcohol and/or drug consumption on the premises.
- Entering the facility under the influence of any substances that impairs the member's physical or mental ability to function normally.
- No food, except for sports drinks and water, is allowed on the fitness floor.
- Physical and verbal confrontations. These will result in the revocation of membership for all involved.
- Taking photos or videos of other members in the facility.
- Use of camera or video equipment (including cell phone) in restrooms.
- Using another member's scan card or providing another member's information to check in to the facility.
- No weapons of any type are allowed inside the facility.
- Projecting phone calls or music. Any personal music usage requires headphones or earbuds.
- Use of areas in the facilities that are closed/gated.

ACCESS CODE ENTRY AND USE GUIDELINES

- 24-hour members must use their own scan card for entry. In the event that your scan card does not work, please call the YMCA during normal operating hours for assistance.
- Please use the same entrance and exit location when enjoying the 24-hour access benefit. Emergency exits are available to use in the event of an emergency.
- All members must provide a valid ID during the enrollment process for 24-hour access. A recent photograph must be saved on your YMCA account.
- All members will wipe down wellness equipment with the provided disinfectant wipes before and after use.
- Members will provide the Y with contact information (address, email, cell number) during registration if required.
- **24-hour Access is an add-on benefit to regular membership dues. Each registered participant per household unit will incur a \$5 per month (\$60 per year) fee in addition to the cost of regular membership dues. These fees are continuous and require a 30-day written notice to end the billing/draft cycle.**

GUEST POLICY

- Day pass, NationWide, and other member guests are only allowed in the facility during normal operational hours when YMCA staff is on duty.
- No guests are allowed to utilize the 24-hour access area after operational hours as it is a program for active Williams YMCA of Avery County members only.
- Please be aware that each scan card is to be used for entrance only by the member to whom that card is issued. Members with 24-hour access cannot grant access to others. Even if they are known to them or other members of their family. This is done so that the Y can track who is in the building at all times. Granting access to another individual is grounds for immediate termination of membership.

EMERGENCY SITUATIONS & VIDEO SURCEILLANCE

THE WILLIAMS YMCA OF AVERY COUNTY USES 24-HR VIDEO MONITORING IN ALL OUR FACILITIES FOR SECURITY PURPOSES. This system does not provide staffing assistance for emergencies but is reviewed daily to address any security concerns and to monitor building access. In the event of an emergency situation, please dial 911.

- For members to have the added benefit of the 24-hour access program, a valid photo ID must be presented at the time of enrollment. This is required for any member that wants to participate in the 24-hour access program.
- A telephone is located in the Wellness Center in case of emergencies. In the event of an emergency, always dial 9 first to gain access to an outside line, then dial 911.
- The Williams YMCA of Avery County highly recommends that all 24-hour access participants have an 18+ year-old workout partner with 24-hour access to accompany them while using the facility during unstaffed hours.
- During non-business hours on heavy snow days, snow removal will not be in place until staff are present (later if there is a delay in operating hours). Members with 24-hour access can sign up to receive notifications of closures for inclement weather that results in unsafe conditions via email and text alert systems. Facility updates can also be found on our social media pages.
- If there is a loss of power in the building, please immediately follow the emergency exit signs and leave the building.
- Hospital Police will make regular rounds through the facility each night to ensure the security of the building and the safety of our members.

FACILITY CLOSURES

The Williams YMCA of Avery County reserves the right to close its centers and 24-hour access as the situation warrants. Facility closures and updates are posted on all Williams YMCA of Avery County social media pages. We also recommend that members sign up for email and/or text notifications to receive facility updates in real time. Stop by the Welcome Center during regular business hours to register, or manage your member communication preferences via your online member account page.

I have read and agree to all 24-hour access policies, terms and agreements. Furthermore, I understand that failure to observe any of the above guidelines will result in disciplinary action up to immediate termination of my membership and/or prosecution in circumstances of trespassing, theft or other crime.

Member Name _____ Member DOB _____

Signature _____ Date _____

Completed by Employee

Member ID # _____ Photo ID Verified _____ Date _____

Employee Signature _____