



Policies & Procedures Handbook

Norfolk Family YMCA

Age Restrictions

Entire YMCA Facility	Ages 11 & under must have adult (16+) supervision
Batting Cages & Racquetball Courts	Ages 14 & under must have adult (18+) supervision
Wellness Floor, Track, & Fitness Studios	Ages 15+ unless youth ages 12-14 with Gold Card
Weight Room	Ages 15+
Child Watch	Ages 6 weeks - 8
Kidz Zone	Ages 9-11

Member Access

All members are required to have a photo ID taken. Members ages 18+ are granted 24/7 access if they are set up on a monthly recurring payment or annual draft. This 24/7 access consists of weight room, wellness floor, track, & locker rooms availability through the 24/7 door. All members must scan their physical or digital card prior to using the facility. All cards are non-transferrable and cannot be loaned out. The main Welcome Center side is closed on New Year's Day, Memorial Day, 4th of July, Labor Day, & Thanksgiving. The 24/7 side remains open with access to Field House, Gyms 3/4, & the Adventure Zone. Day passes available for guests. The entire facility (including 24/7) is closed on Easter & Christmas.

Membership Hold/Cancellation

Hold - We allow members to put their membership on hold/freeze up to 2 months for free.

Cancellation - Annual - Membership will automatically terminate one year after start date.

Cancellation - Continuous Monthly - a cancellation form must be filled out at the YMCA on or before the 25th of the month if membership is drafted on the 1st. Form must be filled out on or before the 12th of the month if membership is drafted on the 15th. If payment is made before cancellation form is filled out, no refund will be given.

Guest Policy

Any member caught sneaking in a guest will have their membership revoked.

Guests (ages 11 & under) must have an adult (16+) remain at the YMCA with the youth at all times.

Guests must adhere to all YMCA policies and usage guidelines.

Guests must enter via the Welcome Center to get a non-refundable day pass.

Nationwide Access

Any Y Nationwide member has access to use our facility during our main Welcome Center hours. No access is permitted at our 24/7 entrance. Upgraded locker rooms do require an upgraded day pass.

Code of Conduct

The Norfolk Family 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 facilities, on our property, or 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 below, which are not intended to be an all-inclusive list of behaviors, are considered inappropriate and prohibited in our facilities or programs:

- Using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities, or at YMCA-sponsored events.
- Smoking or vaping on YMCA property- all of our YMCA buildings and property are smoke-free environments.
- Carrying or concealing a weapon or any device or object that may be used as a weapon.
- 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.
- Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting.
- Sexually explicit conversation or behavior; any sexual contact with another person.
- Inappropriate, immodest, or sexually revealing attire.
- Theft or behavior that results in the destruction or loss of property.
- Loitering within facilities or on YMCA property after being requested to depart the YMCA's property.
- No electronic devices to be used in locker rooms, including cell phones.
- Bringing unregistered guests into the facility at any time.
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community or is in violation of the law.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense related to the sale, possession and/or transportation of illegal drugs, or is currently under the influence of illegal or dangerous drugs or chemicals, narcotics, intoxicating beverages.

Anyone who feels that this Code of Conduct is being violated should immediately report the behavior to a staff person on duty. Please notify a staff member if assistance is needed. Suspension or termination of YMCA membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

Most areas of our facility utilize video technology to protect all persons and will be turned over to authorities when needed.

The Norfolk Family YMCA reserves the right to change or modify policies & procedures at any time.

Food & Drink

Food is only allowed in the Welcome Center. Beverages with secure, closed lids are allowed throughout the facility. No gum or glass containers are allowed.

Dress Code at the Y

We're a family facility. We ask that you dress accordingly.

Tops: Tank tops, bras, & sleeveless shirts must cover the chest and midriff. No exposed midriff or cleavage while exercising (in any body position).

Bottoms: Shorts/pants must cover the buttocks and not be see-through.

The Norfolk Family YMCA staff has the right to define inappropriate dress when necessary and have the authority to ask patrons who violate this policy to change or leave the facility.

Weight Room, Wellness Floor, & Fitness Studios Policies

- Footwear- appropriate athletic shoes must be worn. No open-toed shoes.
- Rack your weights- be courteous when using free weights (or other moveable equipment) please return them to their proper place at the end of your workout, making sure to strip bars and return plates to racks.
- Wipe down equipment- members must wipe down equipment with disinfectant wipes when finished. These wipes are located throughout the weight room and on the wellness floor. Please do not use wipes on screens.
- Youth with Gold Cards (Ages 12-14) are not permitted to use the weight room and cannot be on the wellness floor during peak hours (M-F 11am-1pm & 5-7pm).
- Equipment Orientation- it is highly recommended that all members participate in a FREE equipment orientation. Request forms can be found at the Welcome Center desk.
- Young children are only allowed on the track when confined to a stroller.

Field House Policies

- Shoes must be worn at all times. No metal cleats.
- No kicking or throwing balls against walls or fans. You break it, you pay for it.
- No hanging, playing or moving nets or goals.
- No fighting, punching, wrestling and/or boxing.
- No tackling (except Y program).
- Current field house schedule: on our website or at the Y.

Swimming Pool Policies

- Proper swim apparel is required. Children not toilet-trained are required to wear a swim diaper in the pool.
- Parents or guardians are responsible for supervising their children. Lifeguards are on duty to enforce rules and respond in case of emergency. Lifeguards have final authority on all pool safety rules.
- Showers are required before swimming.
- No running in pool area.
- No dunking, intentional splashing, spitting, spouting of water or blowing nose in the pool.
- Anyone with contagious disease, open sores, infectious conditions, severe abrasion that could/are pussing or oozing are not allowed in the pool.
- Swim lesson equipment may not be used for rec swim.
- No holding, throwing, jumping on any objects around or on the diving board.
- Current pool schedule: on our website or at the Y.

Locker Room Policies

No electronic devices, including cell phones, are allowed to be used inside the locker rooms. The Y is not responsible for lost, stolen, or damaged personal items; please secure your items in the locker. A personal lock can be brought in and used on a daily basis. Dying hair is prohibited at the Y.

General Locker Rooms: Located at both ends of the facility.

24/7 General Locker Rooms are for anyone 12+. Anyone 11 and under must have adult supervision.

Family Locker Rooms: Conveniently located at both ends of the facility for additional privacy and space for families or individuals.

Upgraded Locker Rooms/Fitness Centers: Ages 18+ with proper membership. Anyone caught entering or sneaking in someone without the required membership, will be fined \$50 for the first offense, second offense \$100, third offense will result in suspension. Membership will be revoked until fine is paid. Shaving in the whirlpool, sauna, or steamroom is prohibited.

Inclement Weather Policy

Winter Weather Policy:

- When Norfolk schools have a 10:00am late start – Group Fitness classes begin at noon. Evening child watch only.
- When Norfolk schools cancel school – No fitness classes, child watch, youth activities (sports, Tae Kwon Do, gymnastics, swim lessons, youth fitness), adult sports, or training courses/social events.
- When Norfolk schools have early dismissal – No fitness classes, evening child watch, evening youth activities (sports, Tae Kwon Do, gymnastics, swim lessons, youth fitness), adult sports, or training courses/social events.

Kids Club is always on a TBD basis. Our 24/7 side will always remain open with access to Weight Room, Wellness Floor, & Track. Field House, Gym 3/4, & Adventure Zone access will be on TBD basis, depending on staff availability.

Severe Weather Policy:

In the event that alerts and/or sirens sound due to severe weather or possible tornados, all staff is directed to move all members and guests to sheltered areas (locker rooms, bathrooms, back hallway).

Training Cancellation Policy

We ask that you provide us with 24 hours notice of cancellation for any personal training or reformer sessions. We reserve the right to charge for any sessions that are missed without notice.

Accidents & Injuries

All cases of accident, injury, or unusual incidents should be reported to a staff person on duty or to the front desk. The Y assumes no responsibility for injuries incurred while participating in YMCA activities.

YMCA Photo/Video Notice

The YMCA photographs and/or video records members and program participants in various activities for marketing. If you do not want to be photographed, please tell the photographer or step out of the shot. No cameras are allowed in the locker rooms.

Lost & Found

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please visit the Welcome Center for any lost inquiries.