



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

EVERYONE BELONGS AT THE Y

Member Handbook GRAND TRAVERSE BAY YMCA



GRAND TRAVERSE BAY YMCA ON SILVER LAKE ROAD

3700 Silver Lake Road
Traverse City, MI 49684
231-486-6357

HOURS

Monday—Friday: 5:30am to 10:00pm
Saturday: 7:00am—6:00pm
Sunday: 10:00am—6:00pm
Subject to change without notice.

GRAND TRAVERSE BAY YMCA ON BOARDMAN RIVER

3000 Racquet Club Drive
Traverse City, MI 49684
231-933-9622

HOURS

Monday—Friday: 9:00am to 7:30pm
Saturday: 8:00am—2:00pm
Sunday: 12:00pm—5:00pm
Subject to change without notice.

GRAND TRAVERSE BAY YMCA ON WOODMERE AVENUE

1100 Woodmere Ave
Traverse City, MI 49686
231-421-3568

**Please see the website for Y Early
Childhood Education Center hours.**

WWW.GTBAYYMCA.ORG

WE'RE MORE THAN JUST A GYM

The mission of the YMCA is
"To put Judeo-Christian
principles into practice
through programs that
build healthy spirit, mind
and body for all"

Our Cause

We know that lasting personal and social change comes about when we all work together. At the Y, strengthening community is our cause. Every day, we work side by side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow and thrive.

The Y is community centered. For nearly 160 years, we've been listening and responding to our communities. The Y brings people together. We connect people of all ages and backgrounds to bridge the gaps in community needs.

The Y nurtures potential. The Y has a local and global reach. We mobilize local communities to affect lasting, meaningful change.



Dear Y Member:

Welcome to the Grand Traverse Bay YMCA family! We are thrilled to have you join our organization. The Grand Traverse Bay YMCA is more than a gym. We are an organization that believes everyone, regardless of age, income, or background, should have the opportunity to learn and grow with us.

Every story has a beginning and our Y's story started in 1963. Since then, the organization's mission, "to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all" has not changed. In our fifty years we have grown in several ways: facility size, staff size, memberships, and the vast array of programs that we offer.

The YMCA is a federally recognized and registered non-profit 501(c)(3) organization. This means when you pay your membership dues, you are not only paying for a membership at a health and wellness center, you are supporting a cause. Each year the YMCA, through facility membership and programs, gives out scholarships to community members wanting to improve their health that would otherwise not financially be able to do so. Financial assistance is provided for programs such as our Early Childhood Education Center and day camps, giving children in our community great opportunities for learning and development.

At the Y, you will find a group of dedicated, hardworking staff willing to go the extra mile to ensure your time at the YMCA is outstanding. We have a staff of over 100 on hand with varying degrees of background and experience. All of our staff are ready to help you answer questions and reach your goals!

At the Grand Traverse Bay YMCA our core values define who we are, as staff, as members, and as an organization. Honesty, Respect, Caring, and Responsibility are the cornerstones of our entity; we keep these in mind through every program, every email, every action, and every interaction— *every day*.

We hope you will enjoy being a part of our family as much as we enjoy having you. The biggest and best compliment you give to us is your recommendation and word of mouth to those in the community that look to you for your thoughts on the Y. We have a lot of room for our memberships and programs to grow. I hope that in partnership with you we can work to do that!

Welcome to the Y Family!

Neva Bruce

Neva Bruce
Membership Director

WELCOME TO THE GRAND TRAVERSE BAY YMCA

Thank you for your contribution to the YMCA, where your membership means you are committing to being involved in the health and well-being of you, your family, and the entire community through Youth Development, Healthy Living and Social Responsibility.

MEMBERSHIP BENEFITS

Being a member of the Y brings you a multitude of benefits including but not limited to:

- Free indoor tennis, 6-8 a.m., Monday - Friday and ability to reserve courts
- Free fitness classes
- Free access to cardio area and circuit- training rooms
- Free drop-in basketball
- Free or reduced rates on more than 65 programs!
- Free racquetball
- Free teen dances and reduced fees for Family Nights
- Free WiFi & coffee in the lobby
- Free drop-in child watch
- Free lockers; bring your own lock
- Free lap swim, open swim & aquatic fitness classes; bring your own towel

MEMBERSHIP DUES

Your membership dues can be paid in one of two ways; annually or monthly.

Annual

An annual membership is paid once annually, making your membership active for a twelve month period. There is no joiner fee associated with an annual membership. An annual membership can be paid for with cash, check, or credit card. There are no refunds on an annual membership unless a life changing event has occurred.

Monthly Automatic Draft

A monthly payment is set up to automatically draft from a bank account or from a credit card. The monthly membership dues will be drafted on either the 1st or the 15th of every month. This is a perpetual membership and will continue until a thirty day written notice of cancellation is submitted. There is a joiner fee associated with this membership type. Joiner fees are non-refundable.

MEMBERSHIP CARDS

Your membership card provides you access to your YMCA. Please scan your membership card every time you visit the facility and when you register for a program. There is a card replacement fee for each new card provided.

FINANCIAL ASSISTANCE

It is the YMCA's philosophy to never deny our service to youth or families because of inability to pay. We encourage those who are not able to pay full costs of a membership, child care or a program to apply for financial assistance. The financial application forms are available at the membership desk and online. Please allow at least four weeks for the application to process. For further information please contact Neva, Membership Director, at neva@gtbayymca.org.

ACTIVE DUTY MILITARY

The YMCA provides a membership discount to individuals enrolled in active duty military, as a thank you for serving our country. Active duty military discount is fifty (50) percent off of the regular membership rate.

FIRST RESPONDERS

The YMCA provides a membership discount to members of our community who serve and protect us, as a thank you for serving our community. First responder discount is thirty (30) percent off of the regular membership rate.

CORPORATE WELLNESS PROGRAM

The Corporate Wellness Program partners with local businesses and organizations to improve the overall health and well-being of employees and their families. The program offers perks to employees when becoming a member. A healthy employee is a more productive employee. For further information contact Liz, Corporate Wellness Program Coordinator, at elizabeth@gtbayymca.org.

REFUNDS AND CREDITS

Joiner Fees are non-refundable. There are no refunds on annual memberships unless a life changing event has occurred. We offer refund request forms for programs at the membership desk. The refund request form is simply a request and is at the discretion of the program director. It is not guaranteed.

HOLD PROCEDURE

If you need to place your membership on hold for an extended period of time, you may do so one time for up to six (6) months in a twelve (12) month period. You will be required to complete the Membership Hold form found at the membership desk. There is a \$10 charge of each month your membership will be on hold. The hold will coincide with the draft date of your monthly automatic withdrawal, either the 1st or the 15th.

If you require a hold on your membership due to medical reasons, you are required to complete the Medical Hold form which requires your physician's recommendation.

CHANGE OF MEMBERSHIP PROCEDURE

Please stop by the Membership Desk to complete the Membership Change form as soon as modifications occur. Changes include: membership upgrade/downgrade, change of address, and/or bank account information. Bank account information may take up to thirty (30) days to process. If a membership is being upgraded there will be a prorated amount for upgrade. The balance may be drafted on your next bill date or be placed as a balance on your account which must be paid immediately.

MEMBERSHIP CANCELLATION

To cancel your membership, you need to complete a cancellation form located at the membership desk to suffice the written thirty (30) day notice of cancellation procedure. This means that you will be billed for one more month of membership after you submit the cancellation form. You will still remain an active member and have full access to the Y facility for these thirty (30) days. If you were to move out of town and forget to cancel your membership you must email the cancellation to the Membership Director. You may cancel your annual membership, however, there are no refunds unless a life changing event has occurred. Request for cancellation over the phone or fax will not be accepted.

GUEST PROCEDURE

Each membership has three (3) free guest passes per twelve (12) month period. When using your free guest pass, you must accompany your guest at all times during their visit. To use the guest pass, notify the membership team at the time you check in your guest. It will be noted in your membership. You may still bring a guest once the three (3) complimentary are fulfilled. The cost is \$10 for an adult, \$5 for a youth (ages 18 and under), and \$20 for a family.

A.W.A.Y. PROGRAM

The A.W.A.Y. (Always Welcome At the Y) program offers members access to the more than 2,700 YMCAs all over the country. Each YMCA has their own policies for A.W.A.Y. members. It is recommended that you contact them prior to your visit.

LOST AND FOUND

The YMCA is not responsible for lost, stolen or damaged items. The lost and found is located at the membership desk. We will keep these items for one (1) month, then donate the items to Good Will.

LOCKER AND TOWEL PROCEDURES

All members are required to bring their own locks and should never leave them on the locker overnight. If locks are left on overnight they are subject to be cut off and belongings removed to the membership desk for pick up. The Grand Traverse Bay YMCA does not provide towels to its members.

DRESS CODE

Appropriate attire is required at all facilities. Shirts must be worn by all members and community members when outside of the aquatics area. Appropriate attire is required in the saunas as well. No open-toed or hard-soled shoes may be worn on the fitness level.

PROGRAM REGISTRATION

Program registration can be done at the membership desk. Some programs are available for registration online. All programs we offer are listed online at our website, www.gtbayymca.org. Members receive discounted rates on over sixty-five (65) programs we offer. Stop by the membership desk for the current program guide.

YOUTH SPORTS

The YMCA Youth Sports Programs are designed to promote growth in body, mind and spirit. Youth Sports can be registered for online or in person. A signed concussion waiver is required for all sports programs; no youth will be permitted until the signed concussion waiver is received.

CAMP AND SCHOOL'S OUT

At our Boardman facility we offer a summer camp for kids as well as day camps for days that school is not in session, including snow days. Camp and School's Out is offered at a discounted rate for members. A signed concussion waiver is required for camp. Any child attending camp will not be permitted until the signed concussion waiver is received. Contact Thomas Graber, Director of Camp, Family & Teens, at camp@gtbayymca.org.

CHILD WATCH

Child Watch is available to all members for free. Our trained staff will watch and interact with your child for a maximum of two (2) hours while you use the facility. Child Watch is for children seven (7) and under. Contact Jenny for further information, jenny@gtbayymca.org.

HEALTH AND WELLNESS

Most fitness classes are included in your membership. Fee-based classes are specified on the fitness schedule. In order to provide productive and impactful fitness classes, admission will not be allowed five minutes or later from class start time. Any fitness class is subject to change or cancellation at any time.

Orientation of the Health and Wellness Center is encouraged for all members and required for any participants under the age of eighteen (18).

Ages 12-14: Must take a fitness orientation with a parent or guardian. Once the orientation has been taken, the child must be supervised by the parent or guardian on the fitness level.

Ages 15-17: Must take a fitness orientation before they are allowed to use any of the equipment on the fitness level.

You may set up a youth fitness orientation at the membership desk or health and wellness desk. For further information contact Noble, Health and Wellness Director, at noble@gtbayymca.org

AQUATICS

The Grand Traverse Bay YMCA offers adult swim times, family swim times as well as free aquatic fitness classes. Children under the age of ten (10) must be accompanied by a parent or guardian in the pool or in the pool area. Between the ages of ten (10) and fifteen (15) the parent or guardian must be present in the facility. Once the child has reached the age of sixteen (16) he/she is allowed to use the pool without a parent or guardian being present or in the facility. Swimmers under the age of ten (10) must take a deep water swim test to be able to swim in the deep water of the lap pool. There are always trained lifeguards on staff during pool hours.

The Grand Traverse Bay YMCA also offers swimming lessons for members and community members from the age of six (6) months and up. Registration can be done at the Membership Desk or over the phone. If the class is full, the member will be put on a wait list. The concussion waiver must be signed and presented before the student can attend the swimming class. The open pool schedule is located at the Membership Desk and on our website, www.gtbayymca.org.

TENNIS

The Y offers tennis court rentals, lessons, private lessons and leagues for all ages. Only members have the ability to reserve courts. The indoor tennis courts are located at the Silver Lake location and the outdoor tennis courts are located at our Boardman location. For further information, contact Joseph, Court Sports Director, at joseph@gtbayymca.org.

Tennis Court Rental Fees

INDOOR COURTS:	Members	Non-members
Monday-Friday 6am-8am	Free	\$16/hour and day pass/person
Monday-Friday 8am-5pm	\$16/hour	\$16/hour and day pass/person
Monday-Friday 5p-10pm	\$20/hour	\$20/hour and day pass/person
Saturday 7am-6pm	\$20/hour	\$20/hour and day pass/person
Sunday 10am-6pm	\$20/hour	\$20/hour and day pass/person

*Ball Machine: Pay court rental fee plus \$2/hour

Boardman Y: Basketball, Fitness Equipment, Racquetball, Pickleball and Wallyball.

Silver Lake Y: Fitness equipment and studios, Competition Lap Pool, Recreational Therapy Pool, Spa, Saunas, Indoor Tennis Courts, Child Watch, Chapel and Lounge.

EARLY CHILDHOOD EDUCATION

The Y offers high quality, full-time and part-time child care for children from birth through the age of five (5) at our Early Childhood Education Center. We provide students with engaging activities and age appropriate materials in five (5) classrooms tailored to each child's stage of development. Our creative curriculum is modeled after the YMCA's core values of caring, honesty, respect, and responsibility. Our Early Childhood Education Center is located at our facility on Woodmere Avenue. Please contact 231-421-3568 for more information.

MEMBERSHIP CODE OF CONDUCT

The following is prohibited:

- The use of vulgar or threatening language with another member, person or staff
- Physical contact with another member, person or staff in a threatening way
- Demonstration of, or sexual contact with any another individual
- Harassment through words or gestures
- Theft or behavior that results in the destruction of property
- Carrying or concealing weapons, devices, or objects that may be used as weapons
- Using, possessing, or being under the influence of illegal chemicals or alcohol on YMCA property or at YMCA programs
- Any use of digital camera phones or any photo or video recording device in the locker room areas

SEX OFFENDER PROCEDURE

The Grand Traverse Bay YMCA prohibits access to its facilities, any individual known to be on the list of Registered Sex Offenders. Offenders will be denied access to the Silver Lake Road, Boardman and Woodmere facilities as well as any other Grand Traverse Bay YMCA program venues.

CONTACT US PERSONALLY

Neva Bruce

Membership Director

Phone: 231-486-6357 EXT. 129

Email: neva@gtbayymca.org

Liz Bloom

Membership Supervisor

Corporate Wellness Program Coordinator

Phone: 231-486-6357 EXT. 119

Email: elizabeth@gtbayymca.org

Jane Sieloff

Membership Supervisor

Phone: 231-486-6357 EXT. 139

Email: jane@gtbayymca.org



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Membership Application

Primary Member					
Legal First Name	MI	Legal Last Name	Birthdate	Gender	
/ /					
Residence					
Street		City	State	Zip Code	
Contact Information			Emergency Contact		
Home Phone ()	Cell Phone ()	Work or Other ()	Name:		
Email			Phone:		
Employer			Relation:		
Company Name		Corporate Wellness Participant	I prefer to be contacted via:		
Address		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Phone <input type="checkbox"/> E-Mail <input type="checkbox"/> Mail		
Membership					
Youth:___	Adult:___	Adult Couple:___	Family:___	Senior:___	Senior Couple:___
Full:___	Full:___	Full:___	Full:___	Full:___	Full:___
Boardman:___	Boardman:___	Boardman:___	Boardman:___	Boardman:___	Boardman:___

Last Name: _____

First Name: _____

M.I. _____

Postcard: _____

Completed By: _____

Staff Use

*Attach a copy of proof

Active Duty Military		First Responder			
Branch:		Branch:			
Family		Relation			
Name (Last if Different)				Birthdate	Gender
1.				/ /	
2.				/ /	
3.				/ /	
4.				/ /	
5.				/ /	
6.				/ /	
Donation					
Annual Donation:	\$10___	\$25___	\$50___	\$100___	Other___
Monthly Donation:	\$1___	\$5___	\$10___	\$20___	Other___

Top 3 reasons for joining the Y?

- Improve overall health & well-being
 Meet new people
 Lose weight
 Participate in adult programs & activities
 Direct by a doctor
 Bring my entire family

What 4 activities are you interested in most at the Y?

- Wellness Fitness Adult Programs Youth Programs Child Care
 Swimming Tennis Pickleball Strength Training Personal Training
 Basketball Volunteering Camp Cardio Equipment

Amount (Staff Use)	Annual	Monthly:	Today's Dues:
Membership:	Amount Due:	Monthly Amount:	

AUTHORIZATION AGREEMENT FOR PREAUTHORIZED PAYMENTS

Company Name: Grand Traverse Bay YMCA

Bank Draft Start Date: _____

ID No.: 38-1709640

I (we) hereby authorize the Grand Traverse Bay YMCA to initiate debit entries to my (our) **checking account** or **savings account** indicated below at the Depository named below, hereinafter called Depository, to debit the same to such account. The amount drafted will be the amount applicable to my membership category.

Depository Name: _____ Branch: _____

City/State/ZIP: _____

Routing No.: _____ Accounting No.: _____

Credit Card Type: _____ Name on Card: _____

CC Account #: _____ Exp. _____ CID: _____

Billing Address #: _____ Zip Code: _____

Please attach copy of cancelled check or savings account deposit slip to this form.

This authorization is to remain in full force and effect until the Grand Traverse Bay YMCA has received written notification from me (or either of us) of its termination in such time and in such manner as to afford the Grand Traverse Bay YMCA and Depository a reasonable opportunity to act on it. It is also understood by me (both of us) that the Joiner Fee and first-month down payment are non-refundable.

I (we) understand that the Bank Draft Membership is a perpetual (continuous) contract and is automatically renewed on an ongoing basis. I (we) understand that to cancel my (our) Bank Draft Membership, written notice (no less than 30 days and no more than 90 days prior to cancellation) and return of my membership card(s) is required. I (we) understand the Grand Traverse Bay YMCA reserves the right to adjust the monthly rate applicable to my membership category and that they will give at least 30 days notice of any rate changes. I (we) understand the Grand Traverse Bay YMCA reserves the right to cancel my (our) membership due to insufficient funds, and that I (we) are responsible for payment of these funds, plus any applicable NSF charge. If this occurs, the bank draft payment option will no longer be available to me (us).

Print Name: _____ Date: _____

Signature: X _____

RELEASE AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT

IN CONSIDERATION of being permitted to utilize the facilities, services and programs of the YMCA (or for my children to so participate) for any purpose, including, but not limited to observation or use of facilities or equipment, or participation in any off-site program affiliated with the YMCA, the undersigned, for himself or herself and such participating children and any personal representatives, heirs, and next of kin, hereby acknowledges, agrees and represents that he or she has, or immediately upon entering or participating will, inspect and carefully consider such premises and facilities or the affiliated program. It is further warranted that such entry into the YMCA for observation or use of any facilities or equipment or participation in such affiliated program constitutes an acknowledgement that such premises and all facilities and equipment thereon and such affiliated program have been inspected and carefully considered and that the undersigned finds and accepts same as being safe and reasonably suited for the purpose of such observation, use or participation by the undersigned and such children.

In further consideration of being permitted to enter the YMCA for any purpose including, but not limited to observation or use of facilities or equipment, or participation in any off-site program affiliated with the YMCA, the undersigned hereby agrees to the following:

THE UNDERSIGNED ON HIS OR HER BEHALF AND BEHALF OF SUCH CHILDREN, HEREBY RELEASES, WAIVES, DISCHARGES AND CONVENANTS NOT TO SUE The YMCA and all branches thereof, its directors, officers, employees, and agents thereafter referred to as "releasees") from all liability to the undersigned or such children and all his personal representatives, assigns, heirs, and next of kin for any loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the undersigned or such children whether caused by the negligence of the releasees or otherwise while the undersigned or such children is in, upon, or about the premises or any facilities or equipment therein or participating in any program affiliated with the YMCA.

THE UNDERSIGNED HEREBY AGREES TO INDEMNIFY AND SAVE AND HOLD HARMLESS the releasees and each of them from any, loss, liability, damage or cost they may incur due to the presence of the undersigned or such children in, upon, or about the YMCA premises or in any way observing or using any facilities or equipment of the YMCA or participating in any program affiliated with the YMCA whether caused by the negligence of the releasees or otherwise.

THE UNDERSIGNED HEREBY ASSUMES FULL RESPONSIBILITY FOR AND RISK OF BODILY INJURY, DEATH, ILLNESS OR PROPERTY DAMAGE to the undersigned or such children due to negligence of releasees or otherwise while in, about or upon the premises of the YMCA and/or while using the premises or any facilities or equipment thereon or participating in any program affiliated with the YMCA.

The undersigned gives permission to the Grand Traverse Bay YMCA for this registrant to appear in photographs, videotapes, internet or other media in print, electronic, etc., associated with YMCA programs. PARENTS: Our staff is trained in child abuse prevention and all staff sign a code of conduct. Please report any suspicious activity immediately.

THE UNDERSIGNED HEREBY AGREES TO ABIDE BY the Cancellation policy set in place. A written thirty day notice of cancellation is required. If a member has an annual membership there are no refunds if cancelled unless a life changing event has occurred. A member with monthly draft payments will receive one more monthly draft from the time the written cancellation is submitted. The member has the right to access to the facility during the thirty days from the date of cancellation.

THE UNDERSIGNED HEREBY UNDERSTANDS that any bank draft changes may take up to thirty days to process. There are no refunds for charges during these thirty days.

THE UNDERSIGNED UNDERSTANDS if their membership is a monthly draft payment (EFT) it will be regarded as continuous until the time that I decide to terminate. I AGREE THAT IF FOR ANY REASON I WISH TO CHANGE THE STATUS OF MY MEMBERSHIP AFTER ONE YEAR FROM DATE OF AGREEMENT, I MUST GIVE THE YMCA WRITTEN NOTICE 30 DAYS ADVANCE NOTICE IN WRITING. I understand the YMCA has the right to adjust membership rates as necessary, which I agree to pay upon at least 30 days advance written notice.

THE UNDERSIGNED AGREES that as a member/program participant of the Grand Traverse Bay YMCA I agree to cooperate in the accomplish, its agents, servants and employees from any and all claims for inurnment of the YMCA's accepted purpose –to put Christian principles into practice that build healthy spirit, mind and body for all. I recognize that YMCA programs and memberships embrace all types of members and involve identification worldwide.

THE UNDERSIGNED AGREES TO ABIDE BY the Program Refund Policy as stated above in this form. Refunds will be made in the form of program credits unless otherwise approved and requests for refunds must be made in writing prior to the program start date. Late fees are non-refundable.

The Grand Traverse Bay YMCA is founded on Christian principles and values and prohibits inappropriate behavior, conduct, and materials. This includes, but is not limited to, profanity or abusive language, attire, smoking, use of alcohol or drugs, weapons, fireworks, pornography, the removal or misuse of YMCA property, or criminal conduct of any type. Such inappropriate behavior, conduct, or materials is unacceptable and the YMCA consequently retains the right to deny memberships and program participation to its applicants and to revoke a membership of any current member or participant at its sole discretion. Pets are not allowed at YMCA facilities or off-site program locations. All program participants, guests, and members who are minors are not allowed to leave YMCA property unless accompanied by a relative or pre-authorized guardian. Some programs require personal equipment not supplied by the YMCA. Further, the undersigned will at all times display the YMCA values of Honesty, Respect, Caring, and Responsibility. The undersigned understands the Y mission in offering this program: *to build strong kids, strong families, and strong communities.*

THE UNDERSIGNED further expressly agrees that the foregoing RELEASE WAIVER AND INDEMNITY AGREEMENT is intended to be as broad and inclusive as is permitted by the law of the State of Michigan and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. THE UNGERSIGNED HAS READ, UNDERSTOOD AND VOLUNTARILY SIGNS THE RELEASE AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT, and further agrees that no oral representations, statements or inducement apart from the foregoing written agreement have been made.

Print Name: _____

Print Names of Minors on Account: _____

Signature X _____ **Date:** _____