



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

HORNELL AREA FAMILY YMCA USAGE, CANCELLATION, AND REFUND POLICIES

We have adopted and implemented the following policies as part of our commitment to provide life-changing services to the Hornell Area.

Membership Cancellation/Refund Policy:

- Membership cards must be scanned at the welcome center desk to access our facility. The replacement fee for a lost card is \$2.
- Membership is non-transferable and non-refundable.
- Membership may be frozen once per calendar year and may not exceed a 3 month duration before it is automatically reactivated. Holds must be requested in full month increments. Please contact the Membership Director to place a membership on hold.
- Notification in writing thirty (30) days prior to next billing date is required to terminate a membership. Faxes and emails to the Membership Director are acceptable forms of termination as well as filling out the Cancellation Request Form at the YMCA Member Service Desk.
- Ten (10) days notice is required to change a membership. This includes upgrades or downgrades of a membership type and billing charge.
- All new memberships are subject to a Facility Improvement Fee (Joiner Fee). Those who allow their memberships to lapse for more than sixty (60) days are classified as new members and are therefore subject to pay the Facility Improvement Fee upon reenrollment.
- Should any members debt not be honored by the members credit card company or bank for any reason, the member is still responsible for that debt plus a service charge applied by the YMCA. This is in addition to any service fee the members credit card company or bank may charge. The membership is subject to termination if the debt is not paid.
- Program registration fees are non-refundable. The YMCA will refund fees should the program be cancelled by the YMCA.

Cell Phone Policy:

- Members and program participants are not allowed to use their cell phones in the Fitness Center, Steiner Family Aquatics Center, locker rooms or during any art, fitness, or music classes other than to play music.

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18 Center Street, Hornell, NY 14843

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Shoe Policy:

- All members and participants are to change into clean and dry sneakers before using the Y Fitness Center and Gymnasium or before participating in Group Exercise class. No outside shoes may be worn in the Steiner Family Aquatics Center.

Open Gym/Swim Policy:

- Youth 7 years & under are not allowed in the gym or pool without adult supervision.
- Staff supervision is provided Monday through Friday, 3pm - 6pm for youth ages 8 to 13 years old.
- After 6pm, anyone under the age of 13 can only use the Community Room.
- Staff supervision is not provided on weekends.

Fitness Center Usage Policies:

- Children 12 and under are not permitted to use strength training equipment without prior authorization by YMCA fitness staff.
- Children ages 11 to 12 may use cardio equipment under the direct supervision of a parent/guardian.

Aquatics Center Usage Policy:

- Children ages 6 to 12 must have an adult (18+) or parent/guardian with them in the pool area unless they are participating in a Y swim lesson. Children 5 years old and under must have an adult or parent/guardian in the water with them unless they are participating in a Y swim lesson.

Locker Room Policies:

- Men's and Women's locker rooms with a sauna are available for gender appropriate use. All children must use the gender appropriate locker room even when accompanied by a parent/guardian.
- In the Men's and Women's locker rooms, nudity is permitted in the showers and changing areas. Nudity is NOT permitted in the saunas and restroom areas.
- The Jules V. Powell Family and Special Needs locker room is available for those who have special changing needs, such as parents with opposite gender children or individuals who prefer the accessible areas provided. This locker room is co-ed and proper attire is required at all times.
- To secure belongings, you will need to bring a lock. You may rent a lock and locker from the YMCA for a monthly fee. You cannot leave your belongings in the locker if you are not at the Y. All locks left on lockers overnight will be cut off and belongings will be placed in the Lost and Found at the Front Desk.
- Sauna users must follow the posted rules within the locker rooms. Children under 14 are not permitted to use the sauna.

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