

# Code of Conduct

The Kennebec Valley YMCA is a family organization. It is therefore important that our members and guests behave in a manner consistent with a family atmosphere, and the YMCA's values of caring, honesty, respect, and responsibility. Inappropriate behavior, such as foul language, dangerous play, damage to the facility, etc., is unacceptable and may result in termination of your membership.

When you join the YMCA you become a member of a worldwide organization whose mission is to help children, families, and communities reach their greatest potential. YMCA membership represents not only an investment in yourself, but also in your community.

**MEMBERSHIP CARDS:** Presentation of your Y card is required to enter the facilities. It is our way to protect you and your privileges, assist us in learning who you are, and enable us to contact you if the need arises.

**AGE REQUIREMENTS:** Children age 10 and under must be accompanied by an adult at all times when here at the KV YMCA, at both locations. Permission to use certain facilities according to age is as follows:

**Health & Wellness Center:** Children up to age 13 are allowed, but must be directly supervised by an adult. It is unsafe for very young children to use equipment. A 14 year old is allowed in the Health & Wellness Centers only after completing an equipment orientation by appointment with a KV YMCA staff person. Those 15 years of age and over may utilize these facilities alone. Equipment orientations are not required for any/all members age 15 and older, but are highly encouraged.

**Pool:** Children ages 10 and under must have an adult present with them in the pool while swimming. Children ages 11 and up may use the Family Fun Pool during "open swim" times without adult supervision. "Lap Swimming" in the competition pool is open to ages 14 and up only.

**Gym/Racquetball:** Children ages 11 and up may participate in "open gym" activities without adult supervision. Please see "Open Gym Schedule" for availability. Children ages 11 and up who are Full KV YMCA members may also reserve and use the racquetball courts.

**THE KENNEBEC VALLEY** YMCA reserves the right to close the YMCA Campuses during extreme weather conditions. The YMCA may remain open if programs are cancelled.

**AUGUSTA LEARNING CENTER** will open at 6:45AM if Augusta Public Schools are closed, or there is a morning delay. If there is an early dismissal from Augusta Public Schools, YMCA staff will notify Learning Center parent(s) if the YMCA will be closing early due to extreme weather.

**MANCHESTER LEARNING CENTER** will open at 6:45AM if Maranacook Area Schools are closed, or there is a morning delay. If there is an early dismissal from Maranacook Area Schools, YMCA staff will notify Learning Center parent(s) if the YMCA will be closing early due to extreme weather.

**SCHOOL AGE AFTER-CARE AUGUSTA** is cancelled if Augusta Public Schools are closed.\*\*

## POLICIES

**Sauna:** For use by member 18 years of age and older, ONLY.

**Group Exercise Classes:** Children ages 11-13 may participate in general group exercise classes when accompanied by an adult. Ages 14 and up may participate in these classes on their own.

**MEDICAL RECOMMENDATIONS:** If you have a prior history of health related problems, the YMCA recommends that you check with your physician prior to enrolling in fitness programs. The YMCA reserves the right to require doctor's approval for your participation in any activity. Please let our health & wellness staff know of any health condition that may affect your ability to exercise.

**INSURANCE:** The Y has liability insurance, but does not carry accident insurance for members. Personal health and accident insurance is recommended.

**PERSONAL PROPERTY:** The Y will not assume responsibility for lost or stolen items. If using a locker, please be sure it is not defective and will remain closed if secured by your lock. Items may not be left overnight in lockers. Locks can be purchased at the Membership Services Desk.

**PARKING:** There are large parking areas in the front, side, and rear of the building. As a courtesy to our neighbors, please park in YMCA lots only.

**GUEST POLICY:** YMCA full members may bring guests to use the facility at the daily rate. Guests are expected to respect the YMCA policies and guidelines. The YMCA reserves the right to restrict guest usage based upon the amount of members using the facility. A guest waiver must be signed. Please call the Y before bringing a guest, restrictions may apply.

## INCLEMENT WEATHER POLICY

**\*\*SNOW DAY PROGRAM AUGUSTA** is run at the Augusta YMCA for School Age children when Augusta Public Schools are closed. The program runs from 7AM-5:30PM.

Your child is not automatically signed up for this program. Pre-Registration for this program is on a first come first serve basis, so please register early! Registration forms are available at the Augusta YMCA. If you have any questions, please contact the Augusta YMCA at 626-3488.

**SCHOOL AGE AFTER-CARE MANCHESTER** is cancelled if Maranacook Area Schools are closed.\*\*

**\*\*SNOW DAY PROGRAM MANCHESTER** is run at the Manchester YMCA for School Age children when Maranacook Area Schools are closed. The program runs from 7AM-5:30PM. Your child is not automatically signed up for this program. Pre-Registration for this program is on a first come first serve basis, so please register early! Registration forms are available at the Manchester YMCA. If you have any questions, please contact the Manchester YMCA at 622-9622.

**PROGRAM REGISTRATION:** Class fees must be paid at time of registration. Refunds or credits are not issued for individual missed classes. Enrollment into programs after the first week of the session must be approved by the Program Director.

**INSUFFICIENT REGISTRATION** for advertised classes may result in a cancellation of the program. If maximum class enrollment has been attained, registration will be closed and a waiting list may be generated.

**MAKE-UP CLASSES** will be scheduled (or credits issued) when a program is not held due to unforeseen circumstances.

**REFUND POLICY:** A full refund will be given if the YMCA cancels a class before the class begins. In the case of any medical restriction, a credit for the full amount of the unused program will be given to the participant. We strive to make sure that you are satisfied with the YMCA programs. Please see the Department Director if you class is not meeting your expectations. A processing fee of \$7.00 per class will be charged for all program changes made by program participants, including a change of time.

**MEMBERSHIP/PROGRAM FEES:** There will be a \$27.00 processing fee for all checks or electronic payments that are returned as insufficient funds.

**FOOD POLICY:** In order to keep your YMCA as clean as possible, food is restricted to the lobby area only.

**LOST & FOUND:** Lost and found items are available at the Membership Services Center for 48 hours after an item is found. After that time, items are donated to local charities. Swimsuits are discarded. If you have lost an item, please notify the Membership Services Center at 626-3488.

**YMCA CLASSES FOR AUGUSTA** All YMCA Programming (examples: Early Childhood Enrichment classes, Youth Sports, Aquatic Programs, Fitness, etc.) before 12:00PM are cancelled if Augusta Public Schools are closed. If there is a morning delay all classes before 10:00AM are cancelled. Decisions on programs after 10:00AM will be made by 8:00 AM. Decisions on evening programs will be made by 2:00PM. Participants will be called if a class is cancelled. A decision on Saturday & Sunday programming will be made by 8:00AM.

**YMCA CLASSES FOR MANCHESTER** All YMCA Programming (examples: Early Childhood Enrichment classes, Youth Sports, Aquatic Programs, Fitness, etc.) before 12:00 PM are cancelled if Maranacook Area Schools are closed. If there is a morning delay all classes before 10:00AM are cancelled. Decisions on programs after 10:00AM will be made by 8:00 AM. Decisions on evening programs will be made by 2:00 PM. Participants will be called if a class is cancelled. A decision on Saturday & Sunday programming will be made by 8:00AM. If you have any questions on cancellations, please call the YMCA at 626-3488 for Augusta & 622-9622 for Manchester. Our goal is to provide safe travel for our members and staff.