



**Frisco**

**WELCOME TO THE  
FRISCO FAMILY YMCA**

Welcome to the YMCA family! Your new family is more than 130,000 strong who live, work and play at YMCA neighborhoods throughout Dallas and the surrounding communities.

Collectively, YMCA's are the largest not-for-profit community service organizations in America. At the heart of community life across America, YMCA's work to meet the health and social service needs of 21 million men, women and children.

This is your Family YMCA. You will find that our staff is dedicated to superior membership service and to the needs and goals of each individual member.

Thank you for your commitment to the YMCA, where we build strong kids, strong families and strong communities.

Sincerely,

Bill Markell  
Executive Director  
Frisco Family YMCA

**YMCA MISSION**

To put Christian values into practice through programs that build healthy spirit, mind, and body for all.

**Character Values:**

Trustworthiness, Fairness, Respect, Responsibility, Caring, Citizenship

# MEMBERSHIP BENEFITS

As a YMCA member you have full use of all facilities, equipment and the following services:

- A one-on-one orientation with our equipment.
- Y Personal Fitness Programs
- Large variety of group exercise classes.
- YMCA members can register for programs at reduced fees.
- Childwatch services free to Family members.
- Family programming opportunities.
- Daily use of YMCA facilities across the country for free or at reduced rates.
- 30-day money back guarantee on all new facility memberships.
- Opportunity to improve your quality of life!

# MEMBERSHIP CATEGORIES

## Facility Membership

- Family – One or two adults living in the same household and their dependents through 17 years of age.
- Individual Adult – Individuals 18 years through 61 years of age.
- Sr. Individual – Individuals 62+ years of age
- Sr. Family – One or two adults 62+ years of age living in the same household.
- High School Student – students enrolled in Middle School or High School.
- Youth – students enrolled in Elementary school.
- Add On: Additional family members living in the same household can be added to primary membership for an additional \$10 per month, per person.

## Program Membership

Program Membership entitles individuals to register in specific YMCA programs such as Youth Sports, Childcare, Teen and Family programs. All YMCA programs incorporate our core values by teaching caring, citizenship, responsibility, fairness, trustworthiness, and respect.

Program Membership dues are paid on an annual basis. A Program Membership does not permit use of the facility except when in a specified program.

# HOURS OF OPERATION

Frisco Family YMCA – 3415 W. Main Street, 214-297-9622

Monday – Friday 5:00am – 9:00pm

Saturday 7:00am – 9:00pm

Sunday 1:00pm – 8:00pm

YMCA at Hall Office Park – 2401 Internet, 972-335-3222

Monday – Thursday 5:30am – 8:00pm

Friday 5:30am – 6:00pm

Saturday 9:00am – 2:00pm

Sunday Closed

- Beginning a new workout is not encouraged 15 minutes prior to closing.

**Holiday Closures:** Frisco YMCA's will be closed: New Year's Day, Easter, Thanksgiving and Christmas.

# FINANCIAL ASSISTANCE

The YMCA of Metropolitan Dallas encourages all local residents to join as a member. The philosophy of the YMCA is that no child will be turned away due to inability to pay a program fee, as long as funding is available. Contributions from thousands of annual donors and the United Way enable the YMCA to fulfill its mission to all people regardless of their ability to pay.

Financial assistance is awarded in the form of scholarships based upon demonstrated need, ability to pay and the YMCA's ability to fund the amount requested. You may pick up an application at the Member Service Desk at any YMCA.

# IBM (Income Based Membership)

Household incomes below \$99,999 may be eligible to take part in this program. We have designed a scale to fit each individual's financial situation. A pre-determined monthly rate has been established in a sliding scale format for income levels \$99,999 and below.

# PARTNERS CAMPAIGN

YMCA Members and community participants are encouraged to help us meet the needs in our community through participation in our Partners Campaign. Assistance may be provided not only through contributions, but also by donating your time to help raise support. See the Branch Executive Director for more information.

# METHODS OF PAYMENT

## Electronic Funds Transfer (EFT)

EFT gives you a convenient way to pay for your membership. Membership dues will conveniently be deducted from your checking, savings or charge card account on either the 1<sup>st</sup> or 15<sup>th</sup> of each month. Membership at the YMCA does not require you to sign a long term contract, but is continuous until a 30-day written cancellation notice is received. The YMCA reserves the right to adjust membership rates as necessary, and will provide you with 30-day advance notice.

Should your EFT be returned to the YMCA for insufficient funds, the YMCA will attempt to withdraw the membership amount plus \$25 on the next available draft date. Our draft dates are the 1<sup>st</sup> and 15<sup>th</sup> of every month.

If your financial institution does not honor two consecutive returns your membership will be cancelled until an alternative payment arrangement can be made.

# EFT MAINTENANCE

Membership at the YMCA, like with any organization, carries benefits and responsibilities. In order to protect our members, the YMCA requires the following when you need to make modifications to your membership.

- 30 day written notice is required for any cancellations, holds, or membership changes.
- Any changes or cancellations must be submitted in writing. Changes or cancellations cannot be made by telephone, and must be in person.

- The primary member is the only individual authorized to change or cancel a membership.

Failure to follow these procedures will make the subsequent membership drafts non-refundable.

### Annual Payments

If you have an Annual membership, you will receive a refund prorated for the amount of time that you have used the YMCA prior to termination. Joining Fees are NOT refundable after the first thirty days of membership. A \$25 service charge will be assessed on all returned checks.

### Membership Changes

Your membership is flexible enough to adjust to your needs at all times. You may change your membership from one category to another, or change the account from which your payment is withdrawn. Just fill out an EFT change form at the YMCA.

### Membership Holds

An added benefit of having your membership paid through an EFT is the opportunity to place your membership on hold during times of travel, illness or non-usage. Membership may be placed on hold for a maximum of three months per calendar year.

### Membership Cancellations

At the YMCA we strive to do everything possible to make your YMCA membership the best value for your budget. If you have an unsatisfactory experience, we encourage you to contact a staff member to resolve the issue. To cancel your membership, come into the YMCA and fill out a 30-day Notice of Cancellation.

## **A.W.A.Y.**

Most YMCA's participate in the A.W.A.Y. (Always Welcome At the YMCA) membership program which allows you to enjoy daily use of YMCA facilities across the country for free or at reduced rates. Member Service staff would be happy to assist you in finding a YMCA in your area of travel.

For YMCA members visiting the Dallas area from out of town, we allow 5 free visits per month as long as YMCA membership is current. Each additional visit is one half the daily pass fee.

## GUESTS

All Adult and Family members of the YMCA are eligible to obtain 6 guest passes per year to be used at your discretion. Members who would like to share their YMCA experience with friends or family may request a guest pass from any YMCA Director. Guests under 18 years of age must have a parent/legal guardian present to sign a Release and Waiver of Liability.

You are always welcome to bring a guest without a pass by purchasing a daily pass. A photo ID is required for all guests and day pass users.

## FITNESS CENTER ORIENTATIONS

Individualized instruction on the correct use of weight machines is available for all members. Knowledgeable staff will help design a program to meet your goals, and teach you how best to use the equipment for safety and results. Children 9-12 are required to obtain a youth/teen certification with their parent or guardian.

## PERSONAL FITNESS PROGRAM

Personal Fitness is for you! The YMCA Personal Fitness Program is designed to assist you in moving towards the behavior and mindset of a regular exerciser. This unique program uses innovative techniques to help inactive people become regular exercisers. With interactive exercise equipment, you and your wellness counselor can communicate weekly and evaluate your progress and program adherence. A one-on-one approach to goal setting and barrier identification helps the wellness instructor assist you in establishing strategies to achieve your goals.

## FITNESS CLASSES

Group exercise classes are available for all members as part of your membership benefits. We offer a variety of classes for all ages and fitness levels. Certified instructors lead well-rounded workouts that include stretching, strength training and aerobic training levels. Come join us for a class and benefit your fitness program. Check with a Member Service staff for a class schedule.

## FITNESS ASSESSMENTS

At the YMCA all members receive one free fitness assessment. This assessment is the most important step to beginning a safe and effective exercise program. The assessment includes body fat, muscle strength, muscle endurance, cardiovascular, and flexibility testing. A trained staff member will interpret your results, and start you on an appropriate program that fits your needs.

## PERSONAL TRAINING

Personal training is a great way to achieve your fitness goals! You will work with a certified trainer in a one-on-one environment to maximize the effectiveness of your workouts. There is a fee for this service; please contact a Member Service Center Staff for current personal training rates. Only YMCA personal trainers will be allowed to provide training service in our facility.

## CHILDWATCH SERVICE

As a Family Member, nursery services are free and available for a maximum of 2 hours. Individual adult members may leave their child in childwatch for \$2.50/hr. for a maximum of 2 hours.

Individual Adult Members can purchase annual childwatch package for \$11 a month.

## EQUIPMENT CHECK OUT

Sports and recreation equipment may be checked out at the Member Service Desk. Your membership card will be held in exchange for the borrowed equipment. Your card will be returned at the time the equipment is returned. Please treat all equipment with respect and care. Members will be financially responsible for damaged equipment.

# VOLUNTEER OPPORTUNITIES

Volunteers are the lifeblood of the YMCA movement, and are essential to our success in reaching the Frisco community. There are abundant needs and opportunities to make a difference in the life of a child! Help is needed in all areas; fundraising, policy-making Board and Committee members, health and fitness, childcare, youth sports and more. Commitments can vary from only a few hours a year to a few hours daily. Call the Frisco Family YMCA today for more information.

# YMCA POLICIES

The YMCA of Metropolitan Dallas is dedicated to the benefit and welfare of all participants. In order to maintain a safe, consistent, cooperative and pleasant environment of the Board of Managers asks that all participants understand and follow these stated policies.

- Membership cards must be presented at the Member Service Counter each time you enter. Members without a card or photo ID may be denied entry.
- Recognize that the values of Caring, Citizenship, Responsibility, Fairness, Trustworthiness, Respect are expected to govern behavior at all times.
- Refrain from the use of foul language, abusive actions, or any other inappropriate behavior.
- Smoking or being under the influence of alcohol or illegal drugs is prohibited on YMCA grounds. Members exhibiting evidence of such influence will be asked to leave.
- Weapons of any kind are prohibited in the facility.
- A Photo ID or membership card is required to check out equipment.
- Members are responsible to pay for any damage incurred to the equipment while in their possession.
- A parent or guardian over 18 years of age must supervise children under the age of 9 while in the facility.
- The YMCA of Metropolitan Dallas does not provide health or accident insurance. Everyone participates at their own risk.
- A photo ID is required for all day pass users and guests.

Failure to abide by these policies may result in suspension or termination of membership privileges.

## DRESS CODE

The YMCA is a family place. Appropriate clothing is required. Inappropriate clothing would be considered:

- Clothing or headgear associated with gang membership.
- See-through or insufficient amount of clothing.
- Inappropriate statements or pictures on clothing.
- “Sagging” – Shorts lower than waist level.
- Any footwear except closed toed shoes in weight room and other active areas.
- Other clothing deemed inappropriate by YMCA staff.

## FITNESS CENTER & FREE WEIGHTS

The YMCA of Metropolitan Dallas has gone to great lengths to ensure that state of the art equipment is available to their members. Each fitness area is equipped with quality equipment, as well as friendly and knowledgeable staff members to help you meet your goals. The YMCA encourages all members to consult with their physician prior to beginning an exercise program, as well as meet with one of our knowledgeable wellness instructors to develop a safe and sensible program before starting out on their own. In order to ensure the safety of all members, the YMCA asks that you observe the following rules:

- Strength training facilities are available to youth between the ages of 9-12 only with adult supervision and after attending a YMCA training/orientation. Youth must meet height requirements and receive proper training prior to usage.
- Members must be at least 12 years of age to utilize the free weight area.
- Proper clothing (i.e. shirt, shorts, and athletic shoes) must be worn at all times.
- Please wipe down each machine after use.
- Please bring closed water containers only. Food and drink are not allowed in fitness areas.
- Please limit use to cardio equipment to 30 minutes when others are waiting.

- When working in consecutive sets, please let other members work through.
- Please do not rest on machines or benches while others are waiting.
- Exercise caution when lifting weights alone. The YMCA recommends the use of spotters when using free weights.
- Please re-stack weights after use.
- Please do not drop dumbbells or free weights on the floor.
- Only personal trainers employed by the YMCA can provide training within YMCA programs and facilities.

## AEROBIC STUDIO POLICY

Scheduled weekly classes are included with your membership. Members with all levels of physical ability are welcome to attend. Please respect the following rules when attending classes:

- Please do not enter the aerobic studio until previous class is finished.
- The warm up and cool down are important tools utilized to decrease the chance of injury. If you arrive late, please warm up. Likewise if you leave early, remember to stretch.
- Thank you for wearing non-marking shoes.
- Please notify the instructor if you are new to class, or if you have limitations or concerns.
- Please bring closed water containers only. Food and drink are not allowed in the aerobic studio.
- Only class participants are allowed in the aerobic studio during class time.

## GYMNASIUM

Please observe the following rules:

- Discrimination in action or language, including race, gender, age or disability is inappropriate.
- Proper gym attire required, including athletic shoes. No hard sole, black sole or other shoes that leave marks may be worn.
- Closed water containers only.
- All open games are recreational, with emphasis on good sportsmanship.
- No equipment will be loaned out 15 minutes prior to closing.
- Hanging on rims or nets will result in suspension of membership privileges.

## LOCKERS

Lockers are provided for your convenience in each locker room. Lockers are available for daily use only. We ask that members furnish their own lock and remove all belongings before the building closes each evening. Locks left on lockers after the building has closed will be cut off and the items will be placed in the lost and found. These items will be held for a maximum of one week. The YMCA is not responsible for lost or stolen items.

## LOCKER ROOM ETIQUETTE

For the privacy of other members, children 5 years of age and older are required to use the locker room of their gender. If you would like to accompany your child, separate locker rooms/restrooms are available for changing.

## LOST & STOLEN PROPERTY

Any items found and turned in to the Member Service Desk will be kept for a maximum period of one week. Staff will attempt to locate any missing items reported by a member.

The YMCA is not liable or responsible for stolen property. Members who believe their property has been stolen at the YMCA should make a theft report with the Police Department, and follow procedures with their insurance company.

## THANK YOU!

for becoming a member of the Frisco Family YMCA. We look forward to building a lifelong friendship with you and your family.