

# Downtown Express YMCA

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January 2023

# MEMBER HANDBOOK

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Downtown Express YMCA  
101 Church Street  
Huntsville, Alabama 35801  
256.319.9622  
[dtyfrontdesk@ymcahuntsville.org](mailto:dtyfrontdesk@ymcahuntsville.org)  
[www.ymcahuntsville.org](http://www.ymcahuntsville.org)



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## Contact Us

Membership Director  
(256) 319-9622 ext. 404  
hillary.franklin@ymcahuntsville.org

## Communication Resources

### Web Site

[www.ymcahuntsville.org](http://www.ymcahuntsville.org)

<b>Facebook</b>	@ymcahuntsville
<b>Instagram</b>	heartofthevalleyymca
<b>Linkedin</b>	heartofthevalleyymca
<b>YouTube</b>	HeartoftheValleyYMCA

### Mobile App

Download “Daxko” app and choose “Heart of the Valley YMCA” for your smartphone or mobile device.

### E-mail

[dtyfrontdesk@ymcahuntsville.org](mailto:dtyfrontdesk@ymcahuntsville.org)

## The Y During COVID-19

### We Are Glad You Are a Member of Heart of the Valley YMCA!

Due to the presence of COVID-19 in our world these days, our YMCA has adapted to create the safest possible environment for our members and staff within our branches. Our operations and hours may need to change from time to time, and some information in this member handbook may be out of date. Information in this handbook was current at the time of printing. For the most up-to-date hours and availability of member amenities, visit our web site at [www.ymahuntsville.org](http://www.ymahuntsville.org).

Health authorities recognize that one of the best things you can do to stay healthy is to participate regularly in exercise. The Y is here for you, not only to provide a safe place to stay healthy but to provide encouragement and friendly faces so that even in social distancing, you can still be socially connected.

### What the Y Is Doing to Keep You Safe

Our YMCA has implemented a number of measures to help keep you safe in our facilities:

- **Single Entry/Exit:** To help us maintain our safety protocols, we will maintain a single entry/exit point at all YMCA locations.
- **Self-Scan:** Members are asked to use self-scanning stations for access to the building.
- **Designed for Social Distance:** All areas inside the YMCA have been evaluated and redesigned where necessary to help ensure social distancing between members and staff. Signage is placed prominently throughout our buildings to drive awareness of this requirement.
- **Installed I Wave air purification technology** on all of our HVAC units supplying air to our fitness centers
- **Increased fresh, outside air flow** into our fitness centers
- **Increased the number of cleaning and disinfecting stations** throughout our facilities
- **Use state-of-the-art electrostatic foggers** to disinfect our fitness equipment
- **Paper towel, hand sanitizer and soap dispensers** are touchless units
- **Assigned additional staff** for cleaning.

### What We're Asking You to Do

The YMCA appreciates members' adherence to the following safety precautions during their visits:

- **Plan Ahead:** Reservations are currently required for group exercise class (excludes pool-based classes) and racquetball courts. Reservations may be made through our mobile app or website.
- **Stay Home if You're Sick:** Members should stay at home if they don't feel well. The CDC and Alabama Department of Public Health officials encourage seniors and members of vulnerable populations, including those with underlying health conditions, to stay at home.
- **Leave Family at Home:** Please do not bring family who are not working out with you to the Y. Children who will be staying in Child Watch are welcome.
- **Wash/Sanitize Your Hands Frequently:** Wash your hands or use provided hand sanitizer upon entering the facility and frequently during your visit.
- **Keep Your Distance:** Please exercise on designated equipment only and respect all signage regarding social distancing. Strive to maintain at least six feet between you and others whenever possible.
- **Remember to Wipe Down Equipment:** Please help us reduce the risk of exposure to germs by wiping down all equipment, weights, mats, and items with cleaning materials provided at your branch.

# ABOUT US

**Welcome to the Heart of the Valley YMCA!** As a non-profit charitable organization, the YMCA strives to involve individuals and families of all backgrounds and abilities so that they can grow healthier in spirit, mind and body and develop a sense of responsibility to each other and their community.

Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. At the Y, we're for youth development, healthy living and social responsibility. Memberships and Program Services are open to all youth and adults who wish to enroll as members or program participants. We hope that your relationship with us is as meaningful to you and your family as it is to us.

## YMCA Mission Statement

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

## Support Your YMCA!

### Annual Giving Campaign

The Heart of the Valley YMCA seeks to ensure that everyone has the opportunity to participate in Programs and Services that assist them in living fuller, healthier lives. Because of the positive impact of the Annual Giving Campaign, lower income youth, teens and families throughout our community are provided the opportunity to participate in YMCA Programs and Services than ever before.

Making a gift through the YMCA's Annual Giving Campaign not only supports the YMCA's commitment to serving all, but makes a direct and positive impact on the quality of life for local individuals and families. If you would like to contribute to the campaign, please inquire at the Member Services Desk.

### Financial Assistance

If you are unable to pay the full cost of YMCA Membership or Programs, you may apply for partial assistance based on your financial situation. Funds for financial assistance are raised by the volunteers of the Annual Giving Campaign and come from generous YMCA members, individuals and businesses in our community.

### Volunteer Information

Volunteers are the strength of our organization. They make it possible to offer the wide range of quality services and programs that we do. Their contribution impacts all aspects of the Heart of the Valley YMCA. If you are interested in volunteering at the Downtown Express YMCA, please contact Raye Carter at [raye.carter@ymcahuntsville.org](mailto:raye.carter@ymcahuntsville.org) or (256) 319-9622 Ext. 404.

### Volunteer Opportunities

Some of the areas in which volunteers assist include:

- Fundraising
- Service Learning Projects
- Special Events
- Wellness Ambassador
- Member Services

# MEMBERSHIP

## Member Benefits

As a member of the Heart of the Valley YMCA, you and your entire household will benefit from:

- Group exercise classes included with membership
- Locker rooms with private changing rooms
- Child Watch is included for children listed on the membership (2 hour limit during scheduled hours)
- Reduced Member rates for Programs, including YMCA Camp Cha-La-Ke
- A friendly, caring staff to help you at any time
- A family-friendly environment
- Making new friends with similar interests
- Support achieving your wellness goals
- A variety of exercise equipment
- Being a part of a community
- Special events and programs
- Access to other participating YMCAs in the U.S. as a Nationwide Member

## Downtown Express YMCA Hours of Operation

Monday – Friday	5 am – 7 pm
Saturday	7:30 am – 2 pm
Sunday	Noon – 4 pm

## Holiday Hours

CLOSED for Easter, Thanksgiving and Christmas		Labor Day	8 am – 2 pm
Memorial Day	8 am – 2 pm	Christmas Eve	8 am – 2 pm
Independence Day	8 am – 2 pm	New Year's Eve	8 am – 2 pm
		New Year's Day	8 am – 2 pm

## Code of Conduct

Using the YMCA core values of caring, honesty, respect and responsibility as a guide, we have developed our code of conduct to ensure that all who enter the YMCA enjoy a safe, welcoming and comfortable environment. We ask all members and guests to act in a manner that upholds these principles at the YMCA:

- Everyone must present their membership card or a photo ID to gain access to the facility.
- We treat each other with courtesy and respect others' rights to participate in shared areas of the facility.
- We use appropriate language to avoid offending others and do not wear clothing imprinted with profanity or offensive language or pictures.
- Please limit cell phone use while on equipment and in fitness classes.
- **Camera use in locker rooms is strictly prohibited.**
- We use the gender appropriate locker rooms.
- We refrain from smoking or using any alcohol or tobacco product while on YMCA property.
- We respect property belonging to the YMCA and all its members.
- We respect individuals with limited mobility by not parking in spaces that are designed with the handicapped logo.
- Physical violence or disruptive behavior will not be tolerated and will result in suspension.
- Please respect facility hours of operation. We ask that you complete your workout, sauna, steam or shower by the stated facility closing time.
- Pets are not allowed in the facility (with the exception of service dogs).
- We refrain from bringing guns into the facility, with the exception of law enforcement.

- No Vaping
- No use of wheelie shoes, hover boards, or recreational devices inside YMCA facilities.

The Heart of the Valley YMCA reserves the right to suspend or terminate any membership for behavior it deems inappropriate or in breach of our code of conduct. Individuals falsifying membership cards, allowing others to use their membership, admitting unauthorized guests or engaging in similar behavior will be subject to suspension or termination.

Heart of the Valley YMCA reserves the right to deny access or membership to any person who is a registered sex offender or has been arrested for or convicted of any crime involving weapons, violence, sexual abuse, or the sale, possession, and/or transportation of illegal drugs. We regularly compare our membership list against the nationwide sex offender registry.

## Dress Code for Members

- No clothing with vulgar language, obscene gestures, or racial slurs will be allowed and are considered inappropriate. The chest area must be covered. Midriffs and sports bras are permitted. The YMCA reserves the right to determine inappropriate dress at its discretion.
- Swimsuits are required in the pool, but must be fully covered when worn outside of the pool area. Cutoff shorts and thong swimsuits are not permitted. Swim diapers must be worn by children who are not fully potty-trained.
- Shoes are required at all times except in the pool area and locker rooms. Closed toe shoes are required in the fitness center and group exercise classes. Shoes with non-marking soles are required in the basketball gym.
- Bathing suits or gym attire must be worn inside the sauna and steam room.

## Membership Guidelines

### Breastfeeding

The Southeast Family YMCA is a breastfeeding-friendly facility. In compliance with Alabama law, a mother may breastfeed her child in any location, public or private, where the mother is otherwise authorized to be present. If a breastfeeding mother would like a more private location, please ask a staff member.

### Comments

Thank you for including us as part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff or send us an email to express satisfaction, concerns or questions. Please feel free to contact any Program Director directly, if you wish. We will do our best to exceed your expectations with each visit!

### Etiquette Statement

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA members, volunteers and staff pledge to treat one another with Caring, Honesty, Respect and Responsibility.

### Membership Annual Renewals

A renewal notice will be mailed approximately one month prior to your expiration date. Note that memberships that are being paid for by monthly bank draft will not require a renewal notice and are continuous until cancellation. There are no refunds for memberships.

### Membership Cancellations

Members who pay their monthly dues through a monthly automatic withdrawal must give written notice by the 25th of the month to cancel membership effective in the following month. Members may cancel their membership by filling out a termination form online at [my.ymcahuntsville.org/forms](http://my.ymcahuntsville.org/forms). Members are responsible for paying any past due balances and return/late fees associated with the account before the membership will be deactivated. There are no refunds for memberships. By cancelling or allowing a membership to expire, the member understands that the joiner's fee is non-transferrable after 45 days.

## Membership Cards/Identification

YMCA members are required to show their current membership card each time they use the facility. If a member does not have their membership card with them, we can check the member in using their last name and birthdate verification. Membership cards and privileges are not transferable to other individuals.

If you have lost your membership card, there is a \$5 lost card replacement fee which is payable upon issue of a new membership card. Members may download their membership card on the YMCA mobile app at no cost.

## Nationwide Membership

Nationwide Membership enables Heart of the Valley YMCA Members to visit any participating YMCAs in the United States and Puerto Rico at no additional cost. With Nationwide Membership you have access to and can use all the areas and programs of any Y you visit, helping you reach your health and wellness goals wherever you live, work, or travel; and making it possible for you to connect with the larger Y community in meaningful ways. You will need to provide a valid photo ID when visiting any Y. A list of participating Y's is available on [www.ymca.net](http://www.ymca.net). Please check this list or call ahead before you travel.

## Returned Payments

Checks or automatic drafts returned because of non-sufficient funds will be assessed a processing fee of \$25. You are responsible for all other recovery costs, including all attorney's fees, court costs and taxes. Please ensure that all your personal information is current in our system, this includes current bank account information and charge card expiration dates if applicable on your membership.

## Security

The YMCA cannot guarantee the security of personal belongings. Therefore, we ask that you leave valuables at home. The YMCA will not be held responsible for any lost or stolen items anywhere on the premises, including the parking lot and those locked in lockers. PLEASE DO NOT LEAVE VALUABLES IN YOUR CAR! The Southeast Family YMCA is under video surveillance.

## Membership Rates

### Adult

One adult age 30 to 59 years old

**\$61 per month + \$61 joiner fee**

### Young Adult

One adult age 19 to 29 years old

**\$41 per month + \$41 join fee**

### Youth

One youth age 12 to 18 years old (still in high school)

**\$26 per month + no joiner fee required**

### Senior Adult

One adult age 60 or older

**\$58 per month + \$58 joiner fee**

### Adult with Children

One adult, children 22 & under

**\$70 per month + \$70 joiner fee**

### Two Adults

Two adults age 59 or younger

**\$73 per month + \$73 joiner fee**

Add \$20 per month + \$20 joiner fee per additional adult

### Two Adults + Children

Two adults, children 22 & under

**\$81 per month + \$81 joiner fee**

Add \$20 per month + \$20 joiner fee per additional adult

### Two Senior Adults

Two adults, the primary account member is 60 or older

**\$70 per month + \$70 joiner fee**

Add \$20 per month + \$20 joiner fee per additional adult

# EMERGENCY PROCEDURES

## Class Cancellations or Facility Closings

Heart of the Valley YMCA reserves the right to close facilities due to inclement weather or natural disasters. Periodic maintenance may also limit member access to certain portions of the building. Programs and classes may be cancelled and/or the YMCA may close facilities for these circumstances. Closing of the YMCA facilities will be posted on the Heart of the Valley YMCA Facebook page at [www.facebook.com/ymcahuntsville](http://www.facebook.com/ymcahuntsville), pushed out via notification on the Heart of the Valley YMCA Mobile App and announced on local television and radio stations when possible. You can also call the Downtown Express YMCA at (256) 319-9622.

## Evacuations

All emergency exits are clearly marked; please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of the YMCA staff to ensure a safe and orderly exit.

## Fire Alarm

If the fire alarm sounds please STOP all activity and WAIT for instructions from staff

## Incident Reports

In the event that first aid or corrective action is provided to you or for you, the staff responding is required to ensure that proper documentation is provided for our records.

## Member Responsibility

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible.

## Staff on Duty

Staff on Duty are designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.

## Tornado Warning

STOP all activity and WAIT for instructions from staff

If there is a tornado warning, you may leave the building; if you stay, you must follow the instruction of the staff.

# GUESTS AND TRAVELING

## Guest Policy (effective April 25, 2022)

- Any person, whether accompanied by a member or not, is eligible to be issued one (1) free three (3) consecutive day guest pass (1 per calendar year).
- All guests must be registered in Daxko (The YMCA membership database).
- All guests must present a valid, government issued photo ID in order to be registered.
- Youth guests (ages 17 and younger) must have a child permission form on file with the YMCA and a copy of their parent or legal guardian's Driver's License and phone number.
- Guests are expected to adhere to the same rules required of YMCA members as listed in the Membership Handbook.
- The YMCA reserves the right to limit guest pass use during high volume times.
- The YMCA does not sell daily use guest passes.



## **Nationwide Members Visiting Heart of the Valley YMCA**

- Nationwide member visitors to Heart of the Valley YMCA must use their home YMCA branch at least 50% of the time.
- Nationwide members visiting other YMCA branches for a period greater than 28 days, such as on an extended work trip or family visit, must transfer membership affiliation to the visiting YMCA for continued use.
- When visiting Heart of the Valley YMCA, nationwide members are required to show a valid, government-issued photo ID as well as provide basic membership info such as their name and email address.
- Program-only participants (camp, sports, personal training, etc.) are not eligible for nationwide membership.
- Nationwide members will need to sign a universal liability waiver and privacy policy.
- All YMCA branches reserve the right to restrict or revoke privileges.
- Registered sex offenders are prohibited from participating in nationwide membership.
- Nationwide members are not eligible to receive Heart of the Valley YMCA discounts on programs or services.

## **AWAY Members**

- Heart of the Valley YMCA permits YMCA full facility members in good standing of other Ys not participating in the Nationwide Membership program to visit at no charge, with the following stipulations:
- Free visits are capped at 10 visits per year.
- AWAY Members are required to show a valid, government-issued photo ID as well as provide basic membership info such as a full name and email address.
- Program-only participants (just camp, sports, personal training, etc.) are not eligible for AWAY membership privileges.
- All YMCA branches reserve the right to restrict or revoke privileges.
- AWAY members are not eligible to receive Heart of the Valley YMCA discounts on programs or services.
- Registered sex offenders are prohibited from participating in AWAY membership.

## **Youth Visitor Policy**

- Any visitor to the YMCA age 17 or younger is required to have a Child Permission Form on file prior to visiting.
- The Child Permission Form must be completed by a parent or legal guardian, no exceptions.
- The parent or legal guardian must also provide a copy of their driver's license with the Child Permission Form.
- The Child Permission Form must be completed and signed online at <https://my.ymcahuntsville.org/forms/>.
- The child must be a guest of an Adult Membership Unit. Youth members are not entitled to bring guests.

# CHILDREN AND YOUTH ACCESS

## Child Watch

The Heart of the Valley YMCA Child Watch is a babysitting service available for children ages 8 weeks to 11 years of age while their parents are using the facility. Our purpose is to provide our youngest members with an interactive and developmentally appropriate learning environment while parents enjoy an invigorating work out or period of relaxation. Your child will be cared for by loving, experienced staff in a nurturing environment.

- Only children listed on the family membership are eligible.
- Limit 2 hours per child per visit.
- Parents must remain on site while their children are in our care.
- Any child who appears ill and contagious (diarrhea, vomiting, green runny nose) will not be allowed to stay. Allow 24 hours for your child's symptoms to clear before admittance.
- The YMCA provides toys for children while they are in our programs. Please do not bring/or allow your child to bring toys from home into Child Watch. This includes electronic devices. Toys from home often lead to conflict and therefore we prefer toys from home to stay at home.

### Downtown Express YMCA Child Watch Hours

**Tuesday & Thursday** 9 am - noon and 4-7 pm  
**Saturday** 9 am - noon  
**Monday, Wednesday, Friday, & Sunday** Service is unavailable

### Age Requirements

**Child Watch Room: 3 months to 11 years**

### Check-In/Check-Out

- All participants must scan in and out of the Child Watch area.
- Only adults on the same membership as the child will be allowed to check out a child. Any adult not on same membership as child will require special permission to keep on file.
- Staff will verify membership and identity upon check-in and check-out.

### Crying Children

Children will be cared for in a compassionate and responsible manner by staff. In the event that a child cries for ten consecutive minutes, parents will be asked to pick up their child. Although this may interfere with your work out, this procedure will be followed for the comfort and well-being of your child and other children in the area. We encourage you to continue to bring your child so that they may become accustomed to the environment.

### Discipline in all Programs

Staff will use redirection and positive reinforcement while working with your child. If these techniques are not successful, and your child poses a danger to themselves, or others, we will notify you immediately. Staff reserves the right to limit a child's access to the room until inappropriate behavior improves.

### Footwear

- Socks are required at all times for all children.
- Shoes are not allowed in Child Watch. Please stow them in cubbies adjacent to Child Watch check-in.

### Infants/Diapers/Snacks

Staff will change children's diapers every hour or as needed. If you would prefer to change your child, please let staff know when you drop them off. Children who are potty-trained will be directed to use the restroom. Staff will give minimal assistance with bathroom functions and adjusting clothes. In the event that your child has an accident, you will be notified immediately.

- Please bring your child in a clean diaper.
- Label diaper bag, diapers, wipes, bottles and items your child may need with your name and child's name.
- Snacks may be sent with children. Please do not send snacks with peanuts with your child as other children may have a food allergy.

## **Ratios**

- Child Watch is not licensed by the Department of Human Resources (DHR); however, the adult to child ratios closely mirror those set by DHR and are as follows:
  - Baby/Infant Rooms: 1 staff per 7 children
  - Kids Zone: 1 staff per 15 children
  - Youth Center: 1 staff per 22 children

## **Youth at the Y**

Youth and teens are welcomed and encouraged to participate in YMCA programs and activities. Our expectations are that parents are responsible for their children at all times. We need your support in ensuring children and youth will:

- Accept directions from YMCA staff.
- Show courtesy and respect for others while at the YMCA.
- Not use offensive/hurtful language anywhere within the YMCA.
- Take care of the facility and equipment.
- Abide by the guidelines outlined in this handbook.

### **Youth Under Age 12**

Youth Members ages 11 and under must be in a YMCA supervised program. Membership cards are issued at age 12.

### **Youth Ages 12 & 13**

- Members age 12 & 13 may use the facility with an accompanying adult member on the membership and have use of the facility as long as an adult member (age 18+) is in the facility with them, with the exception of the sauna and steam room.
- Children under the age of 18 may not use the sauna or steam room.
- Youth ages 12 & 13 should complete a FitStart Fitness Evaluation.

### **Youth Ages 14 and older**

Teens ages 14 and up may enroll in group fitness classes. Youth and teens not engaged in programs and/or meaningful activities while at the YMCA will be asked to leave the YMCA.

# FACILITIES

## FITNESS CENTER

### Cell Phones

For your safety and out of respect for other members, we ask that you limit cell phone use in the YMCA.

### Circuit Priority

- Members wishing to use strength training in a circuit format are given priority over those performing multiple sets.
- Circuit users utilize each machine for a set of 8-12 repetitions.
- If you intend to perform more than one set of repetitions on a machine, please allow others to work through on the equipment as you rest between sets.

### Collars & Spotters

- For the safety of all members, collars are required on all free weight bars.
- Spotters are recommended.
- Do not drop weights.

### Fitness Staff

YMCA staff is available to answer your questions.

### Food

No food or gum is allowed.

### Personal Items

For your safety, limit personal belongings brought to the YMCA. The YMCA is not responsible for lost or stolen items.

### Personal Trainers

The YMCA offers Personal Training for our facility members. Use of non-YMCA personal trainers is prohibited within our facilities and may result in loss of membership.

### Proper Attire

- No clothing with vulgar language, obscene gestures, or racial slurs will be allowed and are considered inappropriate. The chest area must be covered. Midriffs and sports bras are permitted. The YMCA reserves the right to determine inappropriate dress at its discretion.
- Closed toe athletic shoes must be worn at all times.
- No sandals, swimsuits or clothing that may be inappropriate in a family environment.

### Please Rack Your Weights

When using free weights, return equipment to its proper place at the end of your work out.

### Towels

Cleaning spray and paper towels are provided to wipe down each machine after use. Please bring your own work-out towel.

## GROUP EXERCISE

### Age Guidelines

- Members ages 8 -13 may participate in classes only with instructor approval and if they are accompanied by an adult (age 18+) who is participating in the class.
- Members ages 14 and up may participate in all group exercise classes.

### Equipment

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. Weight-bearing exercises should not be performed against the mirrors for safety reasons.

### Safety Guidelines

- Members must follow the class guidelines and instructor's directions.
- It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

## Locker Rooms

### Day Use Only

- We provide complimentary lockers for day use only.
- We advise all members to place a lock on the locker they are using.
- Locks left on overnight will be cut off and the locker's contents will be stored for two weeks before being donated to an appropriate charity.
- The YMCA is not responsible for the replacement of cut locks.
- Persons identifying as gender neutral may use the single-unit Family Locker Rooms.

### Children in Locker Rooms

- For the comfort of your child and fellow members, children age 3+ must use the appropriate gender locker room.
- Family locker rooms are available.

### Sauna/ Steam Room Policies

The use of the steam and sauna is limited to adults 18+ only. Allow 5 minutes after exercising to cool down before entering. For health reasons, limit yourself to a maximum of 15 minutes in sauna or steam room. Bathing suits or gym attire must be worn inside the sauna and steam room. The use of eucalyptus, menthol, or other such aroma products is NOT permitted.

## Lost and Found

- The YMCA is not responsible for lost or stolen items.
- Check with the Member Services Desk if you have a lost item.
- Unclaimed items will be donated to local charities each week.

## Programs

The Heart of the Valley YMCA offers a variety of Programs for all ages that are designed to build a healthy spirit, mind and body. Your YMCA membership entitles you to take advantage of these benefits. These include:

- Family Programs
- Group Fitness Classes
- Swim Lessons

- Water Fitness Classes
- Youth Sports
- Youth & Adult Tang Soo Do
- Sports Summer Camps

Memberships that are in arrears (not paid on time) are subject to increased, published program rates and are not eligible for discounted member rates on programs. Memberships must be currently active and paid up to date at the time of program delivery in order to receive discounted member rates on programs.

Program Cancellation Policy (Members & Non-Members): Refunds are issued as a system credit. Credits will be issued less the cost of equipment special ordered for the Program participant.

## **Still Have Questions?**

- Visit [www.yimahuntsville.org](http://www.yimahuntsville.org)
- Call the Downtown Express YMCA at 256.319.9622