



For Youth Development[®]
For Healthy Living
For Social Responsibility

Begin. Become. Belong.

Hobart Family YMCA Member Handbook



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Getting to Know Us

Since being established, the Hobart Family YMCA has never strayed from its mission or nonprofit goals. At the Y, everything we do is focused on giving individuals and families the opportunities they need to learn, grow and thrive in all areas of life—spirit, mind, and body.

For more than 130 years, the YMCA has been guided by its Christian mission and values to strengthen the foundations of our community and nurture the potential of the men, women, and children who call our region home. As a leading nonprofit dedicated to meeting community needs, we engage people across eight counties, giving more than 313,000 of our neighbors—more than a third of them kids—the chance to learn, grow, and thrive.

Our Mission is to create a worldwide charitable fellowship united by a common loyalty to Jesus Christ for the purpose of helping people grow in spirit, mind and body.

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs, and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership.

Choosing a Membership

We offer an array of flexible membership categories to ensure you find a fit for your unique household. Choose the membership category that's right for you from the list below:

Membership Type	Joiners Fee	Monthly Fee
Household	\$75	\$80
Household corporate	\$67.50	\$72
Household military	\$0	\$64
Family	\$50	\$60
Family corporate	\$45	\$54
Family military	\$0	\$48
Adult +1	\$50	\$42
Adult +1 corporate	\$45	\$37.80
Adult +1 military	\$0	\$33.60
Adult	\$50	\$32
Adult corporate	\$45	\$28.80
Adult military	\$0	\$25.60
Young adult	\$25	\$17
Young adult corporate	\$22.50	\$15.30
Young adult military	\$0	\$13.60
Youth	\$25	\$17

Simply put, the Y is for everyone. All people in our region are invited to join and enjoy our life-enhancing programs and services, regardless of age, faith, race, background, ability or socioeconomic circumstance.

Getting Membership Cards and Photo IDs

Safety is a cornerstone of our center operations, and membership cards (and photo IDs) are essential tools to maintaining safety at all Y locations.

- All members ages 13 and older receive membership cards. Parents must always accompany children under the age of 13.
- We require that all members, adults and children, have a current photo on file in our system for identification and safety reasons.

- Please keep track of your card and present it at the Welcome Center every time you enter a Y location. If you happen to arrive without your card, you may show another form of photo ID, such as your driver's license, to secure entry.



Never loan your card or transfer your membership to someone else; these actions are grounds for termination!

Managing Your Membership

Setting Up an Account Online

1. Visit <https://hobartymca.org/> and click the 'Be Involved' tab on the navigation bar. Then click on Register and Join Online, as shown in (figure 1).

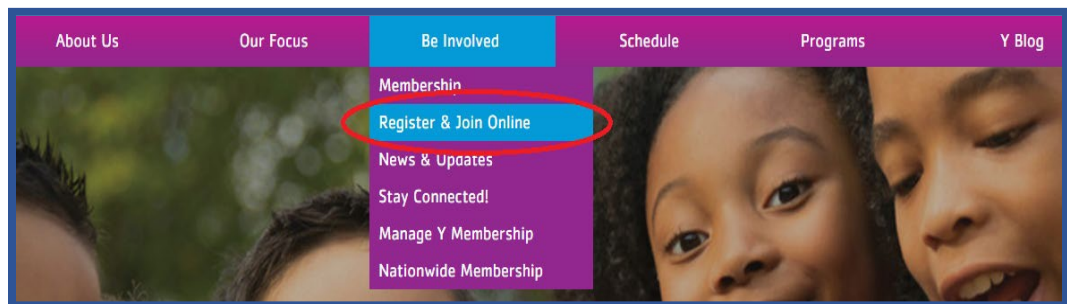


Figure 1: Step 1 to Managing a Membership Account

2. On the next page, click on the "Register Now" button as shown in (figure 2).

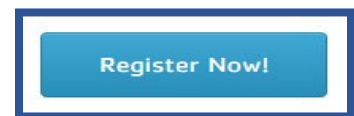
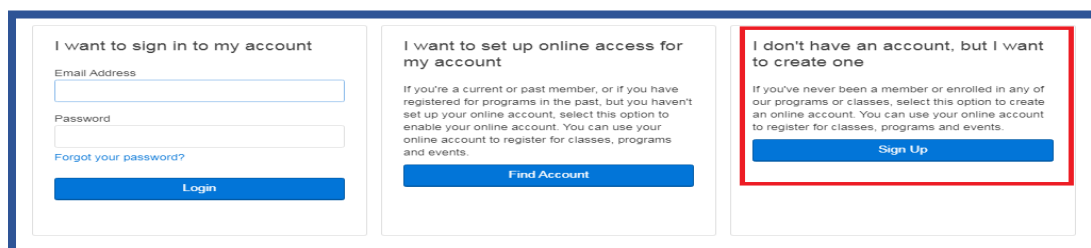


Figure 2: Register Now Button

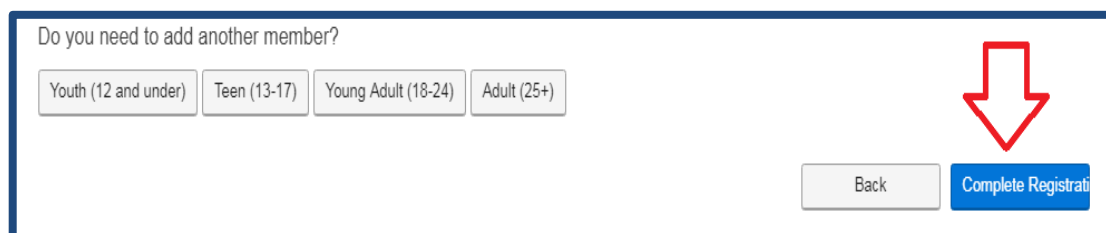
3. Click on "I don't have an account, but I want to create one" to sign up as shown in (figure3).



The screenshot shows a registration page with three main sections. The first section, 'I want to sign in to my account', includes fields for 'Email Address' and 'Password', a 'Forgot your password?' link, and a 'Login' button. The second section, 'I want to set up online access for my account', includes a 'Find Account' button. The third section, 'I don't have an account, but I want to create one', is highlighted with a red border and contains a 'Sign Up' button. A red arrow points down from the 'Sign Up' button towards the next figure.

Figure 3: Opening a New Member Account

4. Choose the type of membership that you want from the list.
5. Fill in your email address and other information and click next.
6. Click on the number of members you want to link to your account.
7. Click Complete Registration as shown in (figure 4), and you're done!



The screenshot shows a page titled 'Do you need to add another member?'. It features four buttons for membership types: 'Youth (12 and under)', 'Teen (13-17)', 'Young Adult (18-24)', and 'Adult (25+)'. At the bottom right, there are two buttons: 'Back' and 'Complete Registration'. A red arrow points down from the 'Complete Registration' button towards the next figure.

Figure 4: Choosing a Membership Type and Completing Registration



You do not need to pay for an online account. Just choose non-membership registration when selecting a membership type.

Changing Your Membership Status

Change is inevitable, even when it comes to your YMCA membership. Thankfully we offer a simple form for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

Adding a Member to Your Membership

Do you need to add someone to your membership? Simply complete the **"Change"** form to let us know of the upgrade. Of course, adding participants to a membership may push you to a different membership category with added fees. If that's the case, please note that you will be responsible for paying additional membership dues at the time you submit your change form. If you pay by invoice, we ask you to please also pay the difference in your dues for the balance of your invoice period. You can pick up the change form at the YMCA's Welcome Center.

Removing a Member from Your Membership

If you need to remove members from your membership, simply complete a **"Change"** form and return the membership cards of those no longer participating. We will adjust your membership category and dues. Please allow 30 days to adjust the bank draft amount. Refunds will be made for remaining dues paid on annual invoice payments. We cannot refund or provide a credit for the original joining fee. Also, temporary membership cards will be issued for dropped members for the balance of their membership period.

Moving Your Address

Memberships are not transferable to other Ys outside the association. If you're moving out of the Hobart Family YMCA area, but would like to maintain Y membership elsewhere, you must cancel your membership by completing a **"Cancellation"** form and join again in your new city. At your request, we will be happy to provide a letter stating the cancellation date of your membership here in Indiana and the amount of joining fees you paid. Contact the Y in your new area to find out their policies, joining fees and dues, as details will vary.

Placing Your Membership on Hold

Because your Y membership is intended to be an ongoing commitment, we only offer holds or suspensions due to medical issues or world travel. Should you need to suspend your membership for another reason, you must submit a **"Cancellation"** form at least 30 days in advance of your end date. Exceptions to this guideline may be extended due to medical circumstances at the discretion of local center leadership.

Canceling Your Membership

To end your membership, complete and sign the YMCA “Cancellation” form located at the Welcome Center and submit it with your membership cards to your local center. We ask that you provide 30 days’ notice prior to cancellation.



We cannot accept cancellations by phone, email, verbal statements or fax.

Rejoining the Y

You are welcome to rejoin the Y any time after canceling your membership. If more than 30 days has elapsed since your cancellation, we will assess an additional joining fee. Visit the Welcome Center for more information.

Understanding Procedures

Paying Membership Fees

Your prompt, consistent payment of membership fees helps us continue to offer our community-focused programs and services. The best way to ensure your payments are always on time is to set up a monthly bank, debit or credit card draft through the bank or card issuer of your choice. With an automatic draft, we deduct your monthly membership fees directly from your bank or credit account—with no hassle to you—as long as you’re a member.

To set up your automatic draft, simply visit the Welcome Center and they’ll be happy to help you set it up.

Please monitor your monthly bank or credit card statement for discrepancies. You must report errors within 90 days of occurrence to enable us to correct our mistake and refund the appropriate amount to you (after 90 days, we will only be able to correct our error.)

If you prefer to be billed, we offer annual, bi-annual or quarterly invoice options in addition to payment by monthly draft. You will receive an invoice at least 30 days prior to the payment due date. If we do not receive your complete payment by the payment due date, we will assume that you are canceling your membership.

To update your payment information, visit your local center or create a free online account at www.hobartymca.org.

Dealing with Returned Payments

We regret to inform you that all returned payments (checks, electronic funds transfers and most credit card payments) will result in a \$20 charge. Outstanding balances resulting from uncollected returned payments must be cleared up before the participant can enroll or attend any YMCA program.

Returned Checks or Electronic Fund Transfers

For returned checks or electronic fund transfers (EFT) that have been returned for Non-Sufficient Funds (NSF), the bank account associated with the return will be drafted for the amount of the check and the returned payment fee.

This redraft can occur up to two times if the initial attempt is unsuccessful. If your check or EFT has been declined for reasons other than NSF, you can pay at the YMCA location.



If you discover a payment error on our part, report it within 90 days. We correct our error and refund the appropriate amount. After 90 days, we will only be able to correct our error. We will not be able to issue a refund.

Getting Membership Payment Assistance

Membership to the YMCA of Indiana is available to everyone, regardless of ability to pay. Through the Scholarship Program, we offer financial assistance to subsidize the monthly membership fees for friends and neighbors who have demonstrated a financial need. Members who receive assistance are guaranteed the same quality

experience as full-pay members.

1. Download a [Financial Assistance Application](#) or obtain the application from the Hobart Family YMCA Welcome Center. You can access the Financial Assistance Application form at <https://hobartymca.org/financial-responsibility/>
2. Complete the form and attach a copy of the required financial documents.
3. Email the form and required paperwork to Aimee Santos, at asantos@hobartymca.org, or return the application and required documents to the Hobart Family YMCA Welcome Center.

Understating Rules and Policies

Honoring the Code of Conduct

All members must act in accordance with the values of the YMCA to maintain an atmosphere that's free of offensive and unlawful conduct.

We show no tolerance for:

- Fighting
- Use of abusive language
- Disrespect for property rights of the Y or others
- Conduct or actions of a sexual nature
- Derogatory or unwelcome comments based on individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status

As a private organization, the Y reserves the right to cancel the membership of any member who does not follow the Member Code of Conduct at any time whether on site or during participation in any YMCA-affiliated event regardless of location.

Y members or guests who observe conduct not fitting the Member Code of Conduct should promptly report concerns to Y staff so that we can make every effort to investigate and resolve issues promptly, confidentially, and effectively.

Understanding the General Rules

Locker Rooms

We provide locker rooms for adults by gender, as well as for families with children age 6 and under. Children age 7 and older should be accompanied by a parent of the same gender. Some centers offer “Assisted Changing Rooms” or mixed gender family locker rooms; check with your preferred Y center to find out your options. Please do not bring your cameras or video recording devices in any Y locker room.

Attire

Your attire must always be appropriate throughout all areas of our facilities. Swimsuits are required in the pools—no cutoffs or street clothes are permitted. Proper workout attire and gym shoes should be worn in our wellness centers, aerobic studios, basketball courts, tracks and other program areas.

Security

We do everything we can to ensure your security and safety while on any Y premises. However, we cannot be responsible for any theft or damage to your personal property, either in our buildings or parking lots. If you do have one of your possessions stolen or damaged, please complete an incident report at the Welcome Center. Be assured that we do track such incidents and take any steps we can to prevent them from happening again.



YMCA staff are not permitted to hold or watch your valuables for you.

Please protect the property you do choose to bring by securing it in a locker, (you must provide your own lock). Please remember to take your personal belongings with you. Unauthorized locks left overnight may be removed and contents donated to charity at the discretion of YMCA staff.

Swimming Rules and Policies

With indoor pools available across our organization, it's clear we prioritize aquatic activities and exercise. We also prioritize your family's safety in the water.

Age Requirements/Swim Test

All swimmers under the age of 14 must pass a swim test before they can be in a YMCA pool area without direct adult supervision. The swim test consists of a 25-yard swim during which youth are asked to achieve the following:

- Jump into the pool, submerge fully, return to the surface and immediately begin swimming without pushing off the wall.
- Swim in a horizontal position on top of the water using a forward crawl or breaststroke. The swimmer's arms must achieve full extension on every stroke, and he/she must maintain one or both strokes for the full 25-yard swim. Pausing is only allowed when the swimmer is rotating or turning to breathe.
- Exit the pool without assistance using either the wall or pool ladder.

Parents/guardians of swimmers under the age of 7 who pass the test must remain on-site at the pool. All swimmers age 7 and older who have passed the test may use the pool on their own. Swimmers who do not pass the swim test must remain within arm's reach of an adult in water that is armpit level or lower.



We ask that you please prevent your children who have not passed the swim test from going down slides or using pool diving boards regardless of your presence or the use of a personal flotation device.

Training Rules and Policies

The Y strives every day to provide a welcoming place where anyone—from beginning exercisers to competitive athletes—can come to improve their health and well-being.

Personal Training Guidelines

Only certified staff members employed by the Y can provide personal training within YMCA facilities and programs.

Personal trainers who are not employed by the YMCA are strictly prohibited from training or conducting business in a YMCA facility. The YMCA has this standard in order to provide safe, high-quality personal training at all times.

Wellness Equipment Policy

We ask that you refrain from bringing personal fitness equipment for use within the YMCA—such as TRX equipment, dumbbells and any other items Y staff members determine do not comply with our high safety standards.

Wellness Floor Age Requirements

Your Y's wellness floor is reserved for members and guests age 14 and older. Children ages 10–13 may use age-appropriate wellness equipment (as indicated by YMCA equipment rating stickers posted on each machine) if they have completed the YMCA Youth Strength Training Program or are within arm's reach of a parent or guardian.

Youth ages 9 and under may not enter the wellness floor unless they are there to participate in a program or class specifically designed for them (such as the youth or family-friendly group fitness class).

Inviting Guests Rules and Policies

As a YMCA member, you have the privilege of inviting a few guests to accompany you to the Y. All guests must adhere to the YMCA's Code of Conduct and follow ground rules and policies while using the facility.

All Guests

- Each guest must provide a valid photo ID on each visit.
- All guests under the age of 18 must be accompanied and signed in by a current YMCA member over the age of 18 on each visit.
- Each guest must be properly checked-in through Member Services at the Welcome Center.
- The current YMCA member will be held responsible for any discipline

issues of their guest(s) up to and including suspension or termination of membership.

Local Guests (Guest in Our Service Area)

The YMCA is a member organization and seeks to encourage memberships through guest privileges. Members are invited to bring local guests one time per year, per facility to enjoy the Y at no additional cost.

Member Guest Fee

If a guest exceeds his or her complimentary visits for the year, he or she may purchase an additional visit for \$15 per day.

Contacting Us

Hours of Operation

- Monday – Friday 5:00 am. – 9:00 pm.
- Saturday 7:00 am. – 5:00 pm.
- Sunday 9:00 pm. – 5:00 pm.

Contact Information:

- (219)-942-2183
- Email: asantos@hobartymca.org