



YWCA Minneapolis Health and Wellness Membership Policies

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ywca
Minneapolis

Membership Policies

To best serve our members, these policies will be regularly reviewed and updated. For the most up-to-date version, please see the website or a Membership Advisor on site.

Members must present membership card when entering facility.

Code of Conduct

YWCA Minneapolis is committed to providing a safe and welcoming environment to all members and participants. To ensure everyone's safety and comfort, we set expectations for all individuals who use our facility:

- Each person will respect the rights, dignity and cultures of others
- Individuals will be considerate of the safety and comfort of others and be responsible for their own behavior
- YWCA Minneapolis has ZERO TOLERANCE for any acts of violence or discrimination
- Concerns about other patrons or employees will be brought to a staff person's attention for resolution

Behaviors that violate YWCA Code of Conduct include:

- Being disrespectful of others through the use of vulgar language, swearing, name calling or shouting
- Harassment or intimidation by words, gestures, body movement, clothing or menacing behavior
- Possession of any item that can be used as a weapon, or as a threat to others
- Careless or destructive treatment of property
- Smoking, alcohol or illegal drug use on YWCA property
- Usage of YWCA facility while under the influence of illegal drugs or alcohol

Please report any violations of our Code of Conduct to staff. We are here to help! Staff will investigate all reported incidents. Violations of the Code of Conduct may result in suspension or termination of YWCA membership.

Guests

- Current photo ID is required of all guests and nonmembers, ages 14 and older
- A member must be 18 years of age or older to bring a guest into the facility
- Each member is allowed a maximum of two adult guests per visit or one adult and two children per visit
- Members who bring guests may not leave the facility without their guest
- Member is responsible for their guests' adherence to all policies
- Guests must complete a visitor registration card at initial visit

Youth

- Children 0-8 years old must be directly supervised (within arm's reach) by a parent/guardian at all times
- Children 9-11 years old must be supervised by a parent/guardian while in the facility
- Children 12 years and older are permitted to use the facility without adult supervision
- Guardian must be 18 or older
- See youth facility access grid on **page 6** for more details on youth policies for each area of the facility

General Building

- Tobacco, illicit drugs, alcoholic beverages and weapons of any kind are not permitted on YWCA property. Furthermore, members may not enter the facility under the influence of illegal drugs or alcohol. Violation of this rule will result in immediate expulsion
- Facility hours and schedules are subject to change without notice
- When in all areas of YWCA's facility please respect the space by picking up after yourself

- Photographs or video are not allowed from any device without the approval from the general manager or manager on duty
- Talking on a cell phone, including the use of an ear piece or head set, is prohibited in locker rooms, fitness areas, saunas, steam rooms, tracks, pool decks or while using any health and fitness equipment
- Audible noises from electronic devices are not allowed. Projection of audible noises from electronic devices are not allowed
- Bikes are not allowed in the facility. Bike racks are conveniently located outside each entrance. YWCA is not responsible for lost, stolen or damaged bikes
- Use of scooters, rollerblades and skateboards are not allowed in the building or on YWCA grounds
- No animals are allowed in the building unless they are working as a service animal. Service animals are not allowed in pools, the steam room and saunas
- Lock personal items in locker room or wallet lockers
- YWCA Minneapolis is not responsible for lost, stolen or damaged property
- Members have parking access only when utilizing the facility. Fee for parking required when applicable. Parking fees and policies are subject to change. Please note parking is limited
- Unauthorized solicitation is **NOT** allowed on YWCA property
- YWCA Minneapolis reserves the right to photograph and record video of classes, events, programs and participants at any YWCA Minneapolis facility or property, or any event sponsored by YWCA Minneapolis. Photography may be used for promotional purposes in any format without any obligation to provide compensation to those photographed. Attendance at YWCA Minneapolis programs and events constitutes consent to be photographed. To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian. If you do not wish to be included, please inform the photographer. YWCA Minneapolis staff may ask you to complete a publicity consent form to participate in a class, event, league or program

Fitness Center

- Please inform staff of any problems with equipment
- Please inform staff of any injury to yourself or your guest
- Proper athletic attire is required at all times: shirt, shorts or pants and closed-toe athletic shoes required. We reserve the right to address any inappropriate attire
- Be considerate of others. Do not rest on equipment between sets; allow others to work in with you on machines or fitness equipment
- Return all plates, dumbbells and other equipment to their proper storage rack after use
- Wipe off equipment after use. Spray cleaner, paper towels and disinfectant wipes are provided
- Bags and coats are not permitted on the fitness floor. Use designated areas for these items. Please ask staff for clarification on designated areas
- Youth ages 8 and under are not permitted on the fitness floor and cannot be left unattended in common areas
- Youth ages 9-11 must have parental supervision at all times and may be restricted on the use of fitness floor equipment
- ¹Youth ages 9-14 must complete a fitness orientation prior to using the fitness floor. ²Fitness orientations are done for youth members to have the knowledge to navigate the fitness floor and all of its equipment safely. ³YWCA will distribute wristbands to all youth (ages 9-14) at the time of fitness orientation. It is the responsibility of the youth member to have their wristband on while they are on the fitness floor. ⁴Failure to have the wristband on will result in the removal of the youth member from the fitness floor until they have their wristband. ⁵Replacement wristbands are available for a small fee
- It is recommended that youth ages 15-17 complete an orientation before using the fitness floors
- Members may not bring in their own non-YWCA coaches, personal trainers or instructors into the facility without prior approval from management

Kids Zone

- Kids Zone child care services are available for youth ages 6 weeks to 11 years at our Midtown location, while you work out
- A Family Information Form must be on file for each child using Kids Zone services, and updated as needed
- Parents/guardians must check out of our child care areas with their membership ID card when picking up children ages 4 and under
- Parents/guardians must sign in at drop off, indicate their specific location in the facility, if child has an allergy or special consideration, and must remain on site
- The same parent/guardian must drop off and pick up the child
- Parents must abide by our Exclusion of Sick Children Policy to ensure our space is as healthy as possible. Please refer to the full Exclusion of Sick Children Policy – *available upon request in Kids Zone*
- Kids Zone staff do not change diapers
- Children must follow our Behavior Policy to ensure our space remains safe. Please refer to the full behavior policy - available upon request in Kids Zone
- We reserve the right to change hours without notice. Check online at ywcamppls.org/kidszone for current information
- Reservations are strongly recommended. Walk-ins are accepted but not guaranteed and are based on availability
- No food allowed. Socks or shoes must be worn at all times

Locker Rooms

- We provide various locker rooms with free daily lockers for members and their guests
- Parents/guardians with children of a gender different from theirs must use the all-gender locker room
- Adults may only use the youth locker rooms when accompanying their child age 14 and younger

- Adult locker rooms are available for members and guests ages 15 and older
- Youth ages 14 and younger must use the youth or all-gender locker rooms
- There is a charge for lost locker keys
- Complimentary wallet lockers are available for valuables; see the Member Services Desk for details
- Any clothing and equipment left in the daily lockers overnight will be removed by management
- Lockers are for day use only, unless otherwise noted as rentals
- The use of all cellular phones and electronic devices with photograph or video capabilities is prohibited in the locker rooms
- Any items you wish to keep in the locker room must be stored in a locked locker
- Valuables will not be accepted for safekeeping by staff or allowed in program areas. YWCA is not responsible for lost or stolen articles
- YWCA supports all people to choose the restroom or locker room that best aligns with their gender identity

Gym Use

- We will attempt to accommodate all members who wish to use the gym during open gym hours
- No other activities permitted during scheduled class times in the gym. See posted schedules for gym availability
- No dunking or hanging on the rims of basketball hoops
- Proper athletic attire is required at all times: shirts, shorts or pants and closed toe athletic shoes required. We reserve the right to address any inappropriate attire
- No food or beverages, other than water in a non-breakable container, are allowed in the gym
- Bags and coats are not permitted in the gym. Use designated areas for these items. Please ask staff for clarification on designated areas

- Pickup basketball gym rules are posted on the wall near the gym entrance
- Gym schedule can change without notice

Sauna, Steam Room & Whirlpool

- A shower with soap is required immediately before entering the whirlpool
- Observe pool capacity restrictions. Pool capacity signs are located on the pool deck
- Inappropriate, lewd or vulgar behavior will not be tolerated
- Do not enter these high heat areas directly after strenuous exercise
- Persons with high or low blood pressure, heart disease or who are pregnant should not use these areas
- These areas are not to be used for weight loss purposes
- Exercise or stretching is not allowed in these high heat areas
- The use of oils, sprays, perfumes, lotions and other scented items is prohibited in these areas
- Shaving is **NOT** allowed in these areas
- Youth under 18 years old are not allowed in the whirlpool, steam room, or sauna. Children may not wait on the pool deck while guardian uses the pool, whirlpool, steam room or sauna

Swimming Pool

- A shower with soap is required immediately before entering the pool
- Pool users must take a cleansing shower before moving from sauna or steam room to the pool
- No food, gum or beverages allowed in the pool area, except for water in non-breakable, covered containers. No glass containers of any kind allowed in the pool area
- No person with, or suspected of having, a communicable disease which could be transmitted through use of the pool shall work at or use the pool

- No cellular phones, tablets, laptops or devices capable of taking photo or video allowed in the pool area without approval from the Manager on Duty or Deck Manager
- No diving, running or roughhousing allowed in the pool area
- Safe swimming attire is required: please see rules posted on pool deck for permissible swimming attire
- Circle swim is required with three or more swimmers in a lane. Swimmers may not refuse access to a lane to another swimmer
- Children not toilet trained must wear rubber pants or swim diapers under swimming suits. Regular disposable diapers are not allowed to be worn in the pool area
- No inflatable floatation devices (such as water wings) are allowed
- Life jackets must be Coast Guard approved; an adult must be within arm's reach of a child in a life jacket. Life jacket must be worn appropriately
- A swim test is required for youth to access certain areas of the pool and at the discretion of the lifeguard. See pool deck or lifeguard for swim test details. Swim test must be taken each day
- The lifeguard has full authority of the pool area
- See posted schedules for pool availability
- **ONLY** individuals preapproved by the Aquatics Manager, that are under the age of 17, are allowed to swim in the pool without a lifeguard on duty
- No open sores allowed while swimming in the pool
- The pool area is a shared space. Swimmers must be respectful of others pool users as to not disrupt other activities.
- Prohibited during open/rec swim: Full face masks or face masks made with tempered glass; flippers and snorkels
- No outside training, instructions, swimming lessons or coaching are allowed

Group Fitness Classes:

- Instructors maintain the right to limit class size as needed
- We recommend that participants warm up and stretch properly when arriving late to classes. When leaving class early, it is the participant's responsibility to cool down
- We reserve the right to cancel classes at any time. Classes may be canceled after 10 minutes due to lack of attendance
- Studio equipment must remain in the studios
- When entering Group Fitness classes late or leaving early please be courteous and respectful of other members
- It is not acceptable for children to wait for parents or guardians inside exercise studios
- No food or beverages, other than water in a non-breakable container, are allowed in the studio
- No one age 11 and under is allowed to participate in group cycle classes

Fee-Based Classes:

- Payment is required at time of registration
- Registration made after sessions have started will not be prorated
- We reserve the right to cancel any class
- All classes will be canceled 48 hours prior to class start time if minimum number of participants has not been met. In the event of a cancelation, we will contact all registered participants by phone and make arrangements
- You may withdraw from a class 48 hours prior to the start of the session. You will be credited for a future session
- If you must withdraw from a class after the start of the session, a credit or refund will be given only with written confirmation of a medical condition that prohibits participation in a class
- We reserve the right to substitute an instructor

- We do not credit or pro-rate missed classes
- For youth classes, if your child is independent and does not need assistance listening or participating, it is recommended that parents leave the room; dependent children will need a parent/guardian or Personal Care Assistant to remain in the class and participate

Individualized Services (Fee Based)

- Cancellation of service must be made 24 hours in advance of the service or the service will be forfeited. Cancellation can be made online or by calling the location of the service during open hours
- All services are non-refundable and non-transferable
- All services expire 90 days from date of purchase

Youth Facility Access

AGE:	< 6-WEEKS	6 WEEKS - 3 YEARS OLD	4 YEARS OLD	5-8 YEARS OLD	9-11 YEARS OLD	12-14 YEARS OLD	15-17 YEARS OLD
Kids Zone	NOT PERMITTED	Permitted (reservation recommended). Parent must remain in the building.				NOT PERMITTED	
Gym	NOT PERMITTED	Permitted with parental supervision.			Permitted Parent must remain in the building.	Permitted	
Fitness Floor	NOT PERMITTED				Permitted with parental supervision and completion of fitness orientation. (Restrictions apply)	Permitted with completion of fitness orientation. (Restrictions apply)	Permitted Fitness orientation recommended
Track	NOT PERMITTED			Permitted with parental supervision (within arm's reach).	Permitted Parent must remain in the building.	Permitted	
Boxing Equipment	NOT PERMITTED						Permitted Fitness orientation recommended
Group Fitness Classes	NOT PERMITTED				Permitted in low impact classes with parental supervision.	Permitted	
Pool (with lifeguard)	Permitted with parental supervision (in the water with child within arm's reach). <i>Additional allowances may apply based on swimming ability and height.</i>				Permitted Parent must remain in the building. (Restrictions apply)	Permitted	
Pool (without lifeguard)	NOT PERMITTED						Restrictions may apply based on ability/height
Sauna, Steam Room & Whirlpool	NOT PERMITTED						
Locker Room Access	Permitted in all gender locker rooms or girl's/boy's locker rooms with same-gender parent		Permitted in all gender locker rooms, girl's/boy's locker rooms with same gender parent, or with swim program				Permitted in all gender locker rooms, girl's/boy's locker rooms, or women's/men's locker rooms

Parent = An adult 18+ is parent or guardian of the child, must be present at all times in YWCA building for children 6 weeks - 11 years of age.
 Parental Supervision = Parent is active and attentive to the supervision of the child. Must remain in sight, and in certain areas within arm's reach, of child at all times.

See area for details on allowances and restrictions.

**YWCA MIDTOWN
HEALTH AND WELLNESS**

2121 East Lake St.
Minneapolis, MN 55407
(612) 215-4333
ywcampsls.org/midtown

Fitness Center Hours

Monday - Friday | 5:30 am - 9:00 pm
Saturdays - Sundays | 7:30 am - 7:00 pm

Membership Desk Hours

(612) 215-4332
Monday - Friday | 10:00 am - 6:00 pm

*Note: All fitness and aquatics areas close
15 minutes prior to the close of the building*

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For more information,
visit ywcampsls.org/apps

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