

HEALTH AND WELLNESS MEMBER RULES

The YWCA strives to provide a safe, supportive, and welcoming community for all. We serve from an understanding that race, gender, sexual orientation, age, socio-economic status, and other identities can impact your ability to thrive and physical wellness is only one dimension of your wellbeing. To make this possible, all YW members, program participants, and guests must adhere to the following rules below. These rules are subject to change. Contact our Membership Coordinator with questions.

Member Rules & Expectations

- Exhibit and share the YW's values of a compassionate community; respect; a healthy, balanced lifestyle; honesty and integrity; non-violence; collaboration; justice and fairness; and the dignity of all people
- The YW will not tolerate harassment or intimidation by words, gestures, body language, or any behavior that demeans another person, their culture, or beliefs
- Physical or verbal abuse, sexual innuendo or display, or offensive behavior of any kind is unacceptable and will not be tolerated
- We reserve the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, who is a registered sex offender, or who is under the influence of drugs or intoxicating beverages
- People who are transgender and/or nonbinary have the equal right to full participation in our Health and Wellness Center, including access to locker rooms and other spaces based on their gender identity, such as our gender neutral bathrooms
- All members age 13+ are issued a membership card that must be scanned for admittance into the facility. Membership cards are non-transferable, lost or damaged cards cost \$10 to replace
- All who enter the facility must scan in with a membership card at the front desk each time you enter the YW
- For use of the pool and fitness classes, reservations are required and can be made on the VirtuaGym app or at the front desk by calling or requesting in person
- All members age 18+ must have a signed Membership Agreement on file before accessing the facility
- Members under 18 years old must have a parent or guardian sign on their behalf
- All accidents or injuries or unusual incidents must be reported to the front desk
- The YWCA assumes no responsibility for injuries incurred while participating in YW activities
- Alcohol, drugs, smoking, vaping, and weapons are not permitted at the YW and possession or sale of any drugs or drug paraphernalia will lead to prosecution to the fullest extent of the law
- The YW is a fragrance free facility, thank you for not wearing perfume or scented products
- Service animals who are trained to do work or perform tasks for an individual with a disability are permitted, no other animals are permitted
- The YW reserves the right, at any time, to suspend and/or terminate any membership
- The YWCA of Asheville reserves the right to deny access to the facility and programming due to improper behavior or violation of the YWCA policies and agreements

Guest Rules

Members age 18 and older have an unlimited number of guest passes. All guests must check-in at the front desk and be registered in our membership system. Guests must be accompanied by the

member for the duration of their visit and may only visit the YWCA with an existing member for free one time. Once a guest has used their free visit, they must either join the YWCA as a member or purchase a day pass.

YWCA of Asheville Youth Guidelines

Age	Pool	Gym	Fitness Studio
6 wks - 5 yrs	Must wear a life jacket and be accompanied by a guardian.	Not allowed. Free childcare is available for members utilizing the facility with a reservation in advance.	Not allowed. Free childcare is available for members utilizing the facility with a reservation in advance.
6 - 9 yrs	Must be accompanied by a guardian.	Not allowed. Free childcare is available for members utilizing the facility with a reservation in advance.	Not allowed. Free childcare is available for members utilizing the facility with a reservation in advance.
10 - 12 yrs	Must pass a swim test* in order to utilize the pool without a guardian in the pool area; the guardian must remain onsite.	Allowed to participate with a guardian onsite after completing a Member Orientation.	Allowed to participate with a guardian onsite after completing a Member Orientation.
13 - 15 yrs	Must pass a swim test* in order to utilize the pool without a guardian in the pool area	Allowed to participate without a guardian onsite after completing a Member Orientation.	Allowed to participate without a guardian onsite after completing a Member Orientation.
16 - 17 yrs	Must be a proficient swimmer to utilize the pool without a guardian onsite.	Allowed to use without a guardian onsite after completing a Member Orientation.	Allowed to participate without a guardian onsite after completing a Member Orientation.

In instances where youth behave inappropriately, they will be held accountable by the following:

1. Verbal warning by YW staff
2. Notification to parent/guardian
3. Asked to leave the YW premises

Guardian – defined as an individual 18 years of age or older

Member Orientation – a free orientation that covers our facility rules, basics of how to safely operate our gym equipment. Upon completion, all participants will have a note on their account indicating when the orientation was conducted.

***Swim Test** – swimming the width of the pool and back using rhythmic breathing and treading water for 30 seconds

On-Hold

Your membership and access to the facility may be placed “On-Hold” for up to 6 months in a given year. For each “On-Hold” month, a \$10 fee will be charged to the account in place of your regular monthly dues on the first of each month. The “On-Hold” period will end after six months, and regular monthly membership dues will resume. Hold requests must be submitted 30 days in advance of the next draft date via email to membership@ywcaofasheville.org. The request must include start and end dates for your hold to be processed.

Reservation System

All group exercise classes, pool programming, workshops and courses require a reservation in advance. Reservations can be made up to seven days in advance using our YWCA of Asheville and WNC app or by calling the front desk at 828-254-7206 and speaking to a Health and Wellness Associate. If you cannot attend your reservation, please cancel it as soon as possible. If there are no more reservation spots available, you will be put on a waitlist. If a spot becomes available, you will be notified via email and/or push notification.

To make a reservation on our app:

- Search “YWCA of Asheville and WNC” in your app store to download and then open
 - **For first time users** - create an account by entering your email, choose a password, and then select “Create account”
 - **For returning users** - enter your email address, password, confirmation code shown in the box above (if applicable), and then select “Login”
- Complete the set up questions
- Tap the “Schedule” icon to pull up our calendars. Scroll to find the day and class you are looking for and tap it. Scroll to the bottom of the pop up window and select “Join”.

To make a reservation online:

- Go to ywcaofasheville.virtuagym.com
 - **For first time users** - create an account by entering your email, choose a password, type the confirmation code shown in the box above, and then select “Register”
 - **For returning users** - enter your email address, password, confirmation code shown in the box above (if applicable), and then select “Login”
- Click “Schedule” on the left hand menu to pull up our calendars. Find the day and class you are looking for and click it. Scroll to the bottom of the pop up window and select “Book now”.

Fitness Center

- Safe and proper use of equipment is expected. You are responsible for your personal health and safety while exercising. If you need assistance or have questions, please speak with a Health and Wellness Associate.
- All new members are advised to sign up for a Member Orientation to familiarize themselves with the machine settings, weights, and general Fitness Center etiquette.
- Members are expected to wear appropriate attire and footwear. Shirts must be worn at all times and shoes must be closed-toe with a rubber sole.
- Leave all personal items and gym bags in a locked locker or in designated cubbies. Do not leave personal items on the floor or behind/beside equipment.

- Members are expected to sanitize, wipe down, and return all equipment – including weight plates and dumbbells – to the proper location after use.
- The YW serves a variety of people who have different mobility, please be respectful to the pace and rhythm of each person.
- Allow others to work out in between sets or during rest periods on fitness equipment.
- Avoid swearing, grunting, and making loud noises which may be distracting or offensive.
- Headphones must be worn for listening to personal music.
- Please refrain from talking on your cell phone while in the Fitness Center.
- Food is prohibited.
- Only YWCA personal trainers can do personal training in the Fitness Center.

Fitness Studio

- Reservations are required for each participant. Participants may not enter a class when reservations slots and waitlist are full and will be given options for the next available reservation time.
- All members are expected to wear appropriate attire and footwear. Shirts must be worn at all times and shoes should be closed-toe with a rubber sole unless otherwise noted.
- Please refrain from using cell phones (this includes texting and emailing) in the group exercise spaces. Turn your ringer to silent.
- Keep personal items free from movement spaces. Please use a locked locker or cubby.
- Food is prohibited.
- All participants are expected to wipe down equipment and return it after use.
- Please be respectful of others and refrain from being disruptive or having loud conversations during class or around class in session.
- Groups of two or more can make use of the Fitness Studio when not being used if they check in at the front desk.

Pool

- Reservations are required in VirtuaGym for each member who is swimming, members may not enter the pool when reservations slots and waitlist are full and will be given options for the next available reservation time
- Swim test is swimming width of pool across and back using rhythmic breathing and treading water for 30 seconds
- All swimmers must shower before entering the pool area
- You may ONLY enter the pool when a lifeguard is present
- The pool is cleaned in the time between programs, please arrive at the pool deck no more than 5 minutes before your reserved activity.
- Upon entering the pool area, members are required to remain on the pool benches and wait for the lifeguard to review the rules before getting into the water
- All rules and requests made by lifesaving personnel on deck must be followed
- No food or gum is allowed
- NO GLASS in the pool area is allowed, drinks must be in plastic or metal containers
- The diving board, slide, and blocks are for lessons and not available for use
- You may bring your own pool equipment such as kickboards and noodles and it must be checked with the lifeguard prior to using, no inflatable rafts allowed
- Do not swim with cuts, open sores, or bandages
- Rough play, running, and pushing are not tolerated

- No diapers in the pool, only swim diapers
- Non-swimmers must wear a life jacket, we provide life jackets up to a 50lb limit
- If lightning is seen or thunder is heard, pool activities will be suspended for 20 minutes

Lap Swim

- To be able to use the lap lanes, swimmers must be able to swim 10 consecutive laps without stopping
- If there are two swimmers in a lane they must keep to the right when passing
- If swimmers need to rest, they must get out of the pool or swim one length on their back and one on their front to build endurance
- Lane one (where the lift is located) during lap swim is an access lane that accommodates water walking, wall exercising and stretching, please refrain from using hand buoys and/or noodles if there is someone sharing lane one with you

Locker Room

- The YWCA of Asheville offers members half-length lockers for day use or for rent at a rate of \$5 per month. Full length lockers are available for rent with special permission for a physical impairment (cane or other device). You must supply your own lock.
- All rented lockers must display rental magnets and be logged at the front desk
- Members must notify the front desk if they wish to change locker numbers and a new magnet will be issued for display on the new locker and the member's record will be updated
- The member locker rental agreements are revisited on a quarterly basis
- Active members, who are regularly attending the facilities and are currently paying dues and locker fees, will be automatically renewed
- When a membership is canceled for any reason, the locker rental is also canceled
- For greater privacy and for mixed-gender families with children older than 4, we have all-gender restrooms available
- Items abandoned in unidentifiable, or terminated lockers will be held according to the lost and found policy

The YWCA's primary concern is the safety and comfort of our members, participants, guests, volunteers, and staff. We reserve the right to make situational decisions based on our mission and values. If you witness behavior or other issues that violate our code of conduct, please report it to a YW staff member. Members in violation of any rule or policy may be subject to removal and/or suspension of YWCA membership.