

# WELCOME TO THE YWCA!



As a member of YWCA Greenwich, you are not just joining a community, you are becoming part of a movement dedicated to empowering women and eliminating racism. This handbook was created as a quick reference guide to help you make the most of your membership. We are thrilled to welcome you to the YWCA Greenwich family and are here to support you every step of the way.

**Our mission at the YWCA Greenwich is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.** Through leadership, innovative programs, services and educational opportunities, YWCA Greenwich is a driving force for a more equitable, inclusive, healthy and safe community.

## Our Values

- **Respect:** We believe every person should be treated with dignity.
- **Equity & Inclusion:** We recognize the equal value of all human beings. We embrace diverse ideas, talents and backgrounds, and believe all people should feel welcome in our community.
- **Community:** Our community is integral to our thinking and we are committed to evolving our efforts to best meet its needs.
- **Empowerment:** We believe all people can be supported to grow, learn, and achieve their desired aspirations.
- **Excellence:** We aim to deliver high quality, safe programs and services, to be responsive to our members, and to value data driven decision-making across our organization. These efforts drive our performance and help us to achieve excellence in all that we do.
- **Integrity:** We are committed to operating with honesty, maintaining ethical standards and transparency.

# MEMBERSHIP POLICIES

## Member Code of Conduct

To protect the well-being of all members, participants, and staff, the following behaviors are not permitted on YWCA Greenwich property or at YWCA-sponsored events:

- Harassment, discrimination, or bullying of any kind.
- Use or possession of alcohol, illegal substances, or being under the influence while on YWCA property.
- Smoking, vaping, or use of tobacco products on premises.
- Possession of weapons or items that could be used as weapons.
- Theft, vandalism, or misuse of YWCA equipment or property.
- Verbal abuse, threats, intimidation, or physical aggression.
- Inappropriate or revealing attire, public displays of affection, or sexual misconduct.

Violation of this code may result in suspension or termination of membership or program privileges without refund.

## Our Shared Values

The YWCA Greenwich is built on respect, inclusion, and community.

We are committed to providing a welcoming environment for people of **all ages, abilities, genders, gender identities, races, ethnicities, religions, and backgrounds.**

We ask that all members and guests demonstrate the following values:

- **Respect:** Treat staff, members, and property with courtesy and care.
- **Responsibility:** Follow policies and take accountability for your actions.
- **Community:** Support and uplift one another through positive interactions.
- **Integrity:** Be honest, kind, and mindful in words and actions.

# MEMBERSHIP POLICIES

## Membership Identification & Check-In

Full Members must scan their membership card when entering the building. Affiliate Members are required to show ID at the Member Services Desk. A fee will be charged for lost cards. Membership cards are non-transferable. Improper use, including sharing cards, may lead to immediate termination of membership.

## Locker Policy

Locker rooms include Family, Women's, Men's, Girls', and Boys' facilities. Members must bring their own locks for the Girls' and Boys' locker rooms and remove them daily.

Management may remove locks and items left overnight. The YWCA is not responsible for lost or stolen items.

A limited number of lockers are available for annual rental in the Women's locker room.

## Lost & Found

The YWCA is not responsible for lost or stolen items. All belongings are left at the member's own risk. Found items are placed in the lost and found bin on the pool balcony.

## Property Damage

Members are responsible for any damage caused by themselves, their children, or their guests.

## Communication & Facility Updates

We strive to keep our members informed through email updates, lobby signage, and our website. Because operations and programs may change based on safety guidelines, maintenance, or community needs, members are encouraged to stay up to date by reviewing posted announcements and communications.

# MEMBERSHIP POLICIES

## Member's Right to Cancel

If you wish to cancel your Full Membership, written notice must be submitted within three days of signing the contract. First and last month's fees will be refunded, but the initiation fee is non-refundable.

Memberships cannot be canceled during the first year unless accompanied by a doctor's note. If canceled early for other reasons, remaining dues must be paid in full.

After the first year, memberships continue automatically until written cancellation is submitted thirty days before the next draft date. Membership ID cards must be returned upon cancellation, and a \$10 fee will be charged for unreturned cards.

## Membership Termination

The YWCA reserves the right to terminate memberships for violations of policies or behavior that are detrimental to the well-being of others.

## Right to Amend Policies

YWCA Greenwich reserves the right to revise or add policies at any time to ensure the health, safety, and comfort of all members and staff.

## Parking Rules

Parking permits are available at the member services desk. Members parking permits must be displayed on the member vehicles. Overnight parking is not allowed on YWCA premises. *High School Students are only allowed to park on premises when using the facility.*

## MEMBER POLICIES AND AGE GUIDELINES

All children under the age of 14 must be always supervised by a parent or guardian. Anyone who is 14 and older is allowed to use the fitness center and pool for lap swim only.

Spin rooms, Fitness Studios and Meeting Rooms are not open to members when classes are not in session.

# MEMBERSHIP POLICIES

## MEMBERSHIP PAYMENT OPTIONS

### Monthly Payment Plan

With this payment plan, membership dues are automatically deducted from a credit card on either the 1st or 15th of the month with your authorization. When joining, you will pay the joiners fee plus the first and last month. The automatic payments will begin on the second month.

### Affiliate Payment Plan

One year membership can be purchased by paying with cash, check or credit card. There is no joiners fee to this payment plan. Annual membership renewals are due on the same anniversary date every year. There is a \$20 drop-in fee associated with this payment plan every time you use the facility.

### Guest of Member

Each membership unit is entitled to 3 free guest passes per year with the exception of the affiliate membership.

### Membership Freeze

Members may freeze their membership for a minimum period of one month and a maximum of three months for a fee of \$25 for each month. We do not have weekly freeze periods.

Memberships may be frozen ONCE per membership year. Members may not freeze membership while they are enrolled in a paid- for program. A 15-day written notice is required before your next draft date. Freeze forms are available at the front desk.

Joiner's fees are charged for all new members and to past members whose memberships have lapsed for more than six months.

### Membership Cancellation

The YWCA will not take responsibility to cancel your bank or credit card draft. A 30 day written notice is required prior to your next scheduled draft date to stop a draft. No refund will be given for a draft that occurs during the 30 day cancellation period. Membership fees are not refundable. Please see the front desk to obtain a cancellation form or email [memberservices@ywcawgreenwich.org](mailto:memberservices@ywcawgreenwich.org). Members may not cancel membership while they are enrolled in a paid for program.