

9 Most Frequently Asked Questions At The East Area Family YMCA

1-What is your guest pass policy?

Members requesting a guest pass must call the East Area Family YMCA 24 hours in advance with their guest's name, address and phone number. There is a one guest limit per family, per visit. Members must accompany guests at all times when visiting the YMCA. Members must also stay with guests at all times.

Members bringing guests must be at least 18 years of age. Guests are not allowed in the building during these times: 3:00 p.m.-7:00 p.m. weekdays; 9:00 a.m.-1:00 p.m. Saturdays. For more information on the guest pass policy, please refer to the Program Guide or Member Handbook.

2-Can I use my membership at other YMCAs?

As a member of the East Area Family YMCA, you may use your membership at our other two branches of the YMCA of Greater Syracuse at no cost. The Downtown Branch is located at 340 Montgomery St. (phone 474-6856). The North Area Family Branch is located at 4775 Wetzel Road in Liverpool (phone 451-2562).

When traveling out of town, YMCA of Greater Syracuse/East Area Family YMCA members may use YMCAs throughout the United States by presenting their membership card, including the AWAY identification. To locate YMCAs participating in the AWAY program and possible fees, contact the YMCA Membership Office or log onto the YMCA of the USA home page at www.ymca.net.

3-Are fitness classes included in my membership and do I need to sign up for them?

All fitness classes are included in your membership, however, some specialty classes such as Women on Weights and Strength and Conditioning For Men are an additional cost to your membership and you are required to register for them at the Member Service Desk.

You don't need to sign up for fitness classes. Our cycling classes do require you to pick up a pass at the Member Service desk. You will need this pass to take the class. Passes will be distributed one half hour prior to class.

4-What is the 12 Week Personal Fitness Program?

Our 12 Week Personal Fitness Program incorporates cardiovascular exercise with strength training. Fitness coaches will meet with you periodically during the 12 weeks to make sure you are on track to a healthier you. You can sign up for the 12 Week Personal Fitness Program at the Health and Fitness desk, located on the second floor.

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5-Will someone show me how to use the equipment in the fitness center? What about youth and teens?

Once you join, a health and fitness staff member will be happy to show you how to use the equipment. You are entitled to three complimentary fitness orientations. If your child is age 8-11, they can use

the equipment in our Youth Fitness Center. A staff member will also show them how to use the age appropriate equipment in that area. All teens age 12-16 must complete three teen orientations before they can use the equipment in the fitness area. For all fitness orientations, please sign up at the Health and Fitness desk, located on the second floor.

6-What is Family Prime Time and what age does my child have to be in order to be in the Prime Time area?

Family Prime Time is a member benefit. Parents can use the facilities and bring their child to our Family Prime Time Center. The Center offers age appropriate rooms and activities with well-trained staff members. The Center can be used by members for two hours per day for ages 6 weeks-7 years of age with the understanding that parents have to stay on the YMCA premises. Children ages 8-11 can use the center at his/her leisure.

The hours of the Prime Time Center are as follows: Monday-Saturday: 8:30 a.m.-1:00 p.m. and Monday-Friday: 4:00 p.m.-8:30 pm.

7-Do I need to bring my membership card every time that I visit the Y?

Due to the safety of our children in the building, yes, you will need to bring your membership card on every visit to the YMCA. If you should forget your card, you must see a Member Service representative who will verify your membership prior to entering the facility. If you are using our Family Prime Time, you will need your membership card in order to admit your child. All members who lose their cards, must purchase a new card for \$5 at the Member Service Desk.

8-What happens if my membership doesn't work out for me and I need to cancel?

If things don't work out for you with your YMCA membership, you have the right to cancel your membership. Membership cancellations must be received **by the 5th of the month** so that you are not charged for that month. Any cancellations received **after the 5th of the month will be charged for that month**. All cancellations must be in writing.

9-How can I learn all that there is to know about the Y and more?

You are invited to attend one of our New Member Orientations (see schedule in this packet). There's no need to sign up, just show up. You will be provided with a comprehensive orientation of our Y's programs and policies.