

# YMCA MEMBERSHIP

## Frequently Asked Questions



### **Does the YMCA offer a Military Discount?**

The Le Mars YMCA is proud to offer membership discounts to eligible military families. Current ACTIVE or military veterans can receive a 25% discount plus FREE 24hr access. The military persons must be on the active membership, & only the military personal & their spouse will receive the 24hr access at no charge. (Must be 18+ to get 24hr access included).

### **Does the Le Mars YMCA participate in Nationwide Membership?**

Yes! We want to encourage our members to use the Y as often as they can. Sometimes, its more convenient for members to utilize a Y in another location when traveling. Le Mars YMCA members have the flexibility to use other participating Y's throughout the country at no extra charge. Simply present your Y membership card & a photo ID at any Y in the USA & Puerto Rico to enjoy free access! Nationwide Membership is available for Y members only, if you have an outdoor pool membership you do not qualify.

### **Does the YMCA screen members?**

The Le Mars Y conducts regular sex offender screenings on members, program participants, volunteers and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access.

### **What is the multi-media policy?**

Y programs & events are often photographed/videotaped for promotional purposes by both the Y & the United Way. If you do not wish to be included in promotional materials, please indicate this to Y staff. Cell phone camera use is not allowed in workout areas, restrooms, locker rooms, swimming pool & program areas. Use of recorders, cameras, cell phone cameras or any other visual recording devices is not allowed within the Y without consent.

### **What are the locker room policies?**

The YMCA has a men's & women's locker room on the main floor and upstairs outside the gym. There is also 3 private restrooms on our main level, and two private changing rooms upstairs outside the gym. The locker rooms have daily lockers available, please bring your own lock. The Y is not responsible for belongings stored in lockers. We strongly suggest leaving valuables at home if possible.

### **What is your refund/cancelation policy?**

The Le Mars YMCA does not issue refunds on membership dues as a result of non-usage, failure to cancel verbally, in writing, or through your account, failure to update payment method, failure to monitor personal finances, failure to provide current contact information, or any other agreement failure on the part of the Primary Member and/or other adults on the membership.

#### Participant Initiated Cancellations

- If a participant withdraws from a fee-based program 14 days prior to the start date, a full refund will be issued less a \$10 processing fee. Non-refundable deposits will not be refunded.
- If a participant withdraws from a fee-based program < 7 days prior to the activity start date, a 75% refund will be processed.
- Participants cancelling once program has started will be provided a program credit.
- Not attending the program or not using facility does not entitle a participant to a credit or refund. When enrolled, the participant is reserving space, time, and staffing regardless of whether the participant attends the program.
- When special circumstances arise where participation is not possible (i.e. family emergency), participant may request for consideration of a credit or refund.
- Refunds are not issued for membership fees because of lack of use or non-attendance.

#### YMCA Initiated Cancellations

- All schedules, activities, classes, and/or programs may be changed or cancelled by the Y. If the Y cancels a fee-based class or program due to low enrollment or staffing conflicts, a full refund will be provided.
- Y Sports does not issue refunds after the season has started. At times, the Le Mars YMCA may cancel a scheduled game/practice due to weather or unforeseen circumstances. Due to reasons outside of our control we may not reschedule every game/practice.

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### **What are the age requirements to access the YMCA?**

Youth is defined as 1 child, 18 years of age or younger. We have some facility restrictions for youth under the age of 14.

- Youth ages 8 and under must be with a supervising adult, 18 +, at all times.
- Youth ages 9 years and older are allowed access to the pool, gym, game room, racquetball court and locker rooms.
- Youth ages 10-13 will need to schedule a one-on-one fitness orientation with a parent/guardian in order to see if there are any additional areas they can access. Not all machines are guaranteed: based on age, size, and maturity.
- Youth 14 years and older can use any room/space in the facility unsupervised.

### **Does the YMCA charge a credit card fee?**

- Starting May 1, 2026, a credit card service fee of 3% will be added to all credit card payments. This change is necessary to help us manage rising operational costs and maintain the high standard of services and amenities you expect from us.