

# ANSWERS TO FREQUENTLY ASKED QUESTIONS

## Online Registration

Available for current members and program members. To register for **selected** programs online, visit our website: [www.whatcomymca.org](http://www.whatcomymca.org).

## Program Registration

Participants may register for programs at the Welcome Desk. Online and telephone registrations are accepted with payment by Visa/MasterCard/American Express for current members and program members. Some programs are excluded such as Early Childhood and School Age Licensed Child Care programs. **All participants must have a YMCA Membership for the duration of the program (month to month) or become an Annual Program Member.**

## Program Member Registration Fee

Participants wishing to enroll in a specific program must either be a YMCA Member or become a Program Member in addition to paying designated program fees. **The fee for Program Membership is \$30/individual or \$75 for 3 or more people a year.**

## YMCA Program Refund Policy

The Annual Program Member fee is non-refundable and non-transferable. Refunds will not be granted once a program session begins. We will gladly provide a prorated YMCA credit to a person's account after a program begins (valid for one year from issue date). There will be \$5 administrative fee for all refunds/credits.

## Open Doors Program

The Y is an organization committed to strengthening the foundations of community through programs that promote a healthy spirit, mind and body for everyone, regardless of ability to pay. Financial assistance is available for membership and in all program areas for those who can demonstrate financial need. **Financial assistance applications are available at the YMCA.**

## Waiver of Liability Notice

In consideration of being permitted to utilize any Y facilities all members, guests and program participants must sign a Release and Waiver of Liability and Indemnity Agreement. The Y carries no health & accident insurance on participants' behalf.

## Lost & Found

Inquiries may be made at the desk. Unclaimed items will be donated to charity after 30 days. The YMCA is not responsible for lost or stolen items.

## Locker Rooms

Locker rooms are available at all of our facilities (Bellingham, Ferndale and Lynden). Gender neutral and Handicap accessible changing rooms and rest rooms are **available in Bellingham on the first floor (pool level)**. **Youth Guidelines on locker room use is detailed on page 4.**

## Day Lockers

Day lockers are available while you are using any of our facilities in Bellingham, Ferndale and Lynden. You provide your own lock. Locks left overnight will be removed. Members may rent permanent lockers in the adult locker areas. Priority is given to annual members.

## Wellness Center Guidelines

YMCA Members ages 15 & older have full use of the cardiovascular & weight equipment. Members ages 12-14 must be directly supervised by a parent/guardian or complete the YMCA Teen Strength Training course. After course completion, ages 12-14 may use the cardiovascular & weight equipment without direct supervision. Children under the age of 12 are not allowed in any YMCA facility Wellness Center.

## Rental of YMCA

Rental of the facilities are available for group events. For more information contact the Welcome Desk.

## Guest Policy

### Photo I.D. and waiver required

All guests must present photo I.D. and sign a liability waiver prior to entering the facility. All guests 16 years and older will be screened against a national sex offender registry.

**Observing Guests:** Observing guests, including caretakers, are required to present a valid photo I.D. and sign a liability waiver prior to entering the facility.

## Washington State Reciprocity

Your YMCA Membership can be used at any Washington State YMCA. Guests who have a valid membership card from another YMCA within the state of Washington may use our facilities without limitation. Some discounted memberships are excluded, but can still participate in the AWAY program.

## A.W.A.Y. Program

The Whatcom Family YMCA participates in the nationwide AWAY (Always Welcome at the YMCA) program. Your membership may be honored at more than 2,500 Y's across the country if they participate in the AWAY program.

Those who have a valid membership outside the state of Washington may use our facilities up to three (3) times per month.

