



## CONDITIONS AND TERMS OF MEMBERSHIPS

- All members are required to present a valid membership card for identification when using YMCA facilities and/or participating in programs. If for any reason a member is unable to present a membership card, they will be required to present a government issued photo identification. Membership cards are not transferable, remain the property of the YMCA, and must be returned to the YMCA upon request.
- Terms and conditions of memberships at the Sault Ste. Marie YMCA are subject to change.
- Monthly memberships continue indefinitely unless members complete a cancellation form or provide written notice of cancellation prior to the day before membership renewal and the YMCA terminates the membership. **These memberships are nonrefundable.**
- Annual memberships are paid in full and need to be renewed in person.
- One-Month and Daily membership expire after the term that they were issued for.
- Eligibility for financial assistance expires after one year. To continue the membership at a discounted rate, a new application must be submitted prior to the year end.
- Memberships are NOT transferable.
- If applicable, members will be transferred into a new membership package automatically on their birthday, in which case dues may increase or decrease. In the instance of any other qualifying event that changes the category of membership for which you are eligible, you agree to notify the YMCA on, or before, the first day of the month following the month in which the event occurs.
- Sault Ste Marie YMCA fees are subject to change. The YMCA will provide written notice to members 30 to 90 days in advance of the date changes take effect.

### SAULT STE MARIE YMCA ETIQUETTE STATEMENT:

- The Sault Ste. Marie YMCA is a shared experience for everyone to enjoy. Each of us can make it better by being considerate to others, the building, and the equipment. YMCA members, staff and volunteers are expected to treat one another with respect and dignity. Verbal harassment, threats or intimidation of YMCA staff, volunteers or other members will not be tolerated.
- The Sault Ste Marie YMCA reserves the right, at its sole discretion, to suspend or refuse services for inappropriate behaviour.

### COMMITMENT TO PRIVACY AND COMMUNICATIONS:

- You consent to receiving Sault Ste Marie YMCA communications regarding your account, YMCA promotions, and updates. You may withdraw your consent at any time using the contact information provided here: Please refer to our Privacy Policy or contact us for more details or contact [info@ssmymca.ca](mailto:info@ssmymca.ca) or Sault Ste. Marie YMCA, 235 McNabb Street, Sault Ste. Marie, ON, P6B 1Y3, 705-949 3133.
- We respect our members' privacy, and we will protect your personal information and adhere to all legislative requirements with respect to protecting privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up to date on the activities of the Sault Ste. Marie YMCA.

### PHOTO CONSENT:

#### SECURITY:

- The Sault Ste. Marie YMCA uses video and photographic surveillance at entrances and throughout the building in public spaces to ensure the safety of our members. You understand that by signing this waiver, you will be consenting to the taking of photographs and/or video recordings of the above-named member or the members of the family on the family membership by the Sault Ste Marie YMCA for security and safety purposes. You are assigning to the Sault Ste Marie YMCA and waiving any rights you have related to, any such photographs and/or video recordings, and you are consenting to the use of any such photographs and/or video recordings, in whole or in part, by the Sault Ste. Marie YMCA for purposes of safety and security or any investigations arising.

#### PHOTO AND VIDEO PRIVACY:

- Members can take photos and videos of themselves or their family members ONLY.
- Members can not take photos or videos in the change room under any circumstances.
- Members wishing to take photos of their family member or child during programs MUST arrange with the instructor first.
- Members can not take photos or videos of other members without the PRIOR written approval of the member being in the respective photo or video.
- The Sault Ste Marie YMCA may ask to see a photo or video if there is a reasonable assumption that it contains prohibited content. The Sault Ste. Marie YMCA reserves the right to ask members to delete a photo or video, including but not limited to those posted on social media if it contains prohibited content.

### **CHILD PROTECTION ACCEPTANCE**

- You understand that it is your responsibility to have a parent or guardian remain in the building based on the YMCA Child Protection Policy if your child is 10 years of age or younger while participating in programs. Children under 13 years MUST be accompanied in the YMCA by a parent or guardian 16 years or older while accessing the facilities.
- Children participating in supervised programs (Childcare, Day Camp) MUST be signed in and out by a parent or guardian.

### **PERSONAL PROPERTY**

- You understand that the Sault Ste. Marie YMCA is not responsible for private property lost or stolen while members and/or program participants are using the YMCA facilities or are on YMCA premises.

### **PRE-AUTHORIZED PAYMENT**

- You understand and agree that your account, electronic check, debit, or credit used today will be debited on my membership renewal date. Should the payment not clear, membership will be suspended immediately.

### **CANCELLATION POLICY**

- Membership can be cancelled at any time, in writing prior to the membership renewal date. **Renewable memberships are not refundable.**
- Paid in full memberships can be cancelled in writing at the Membership Sales and Service Desk. A refund can be issued for the unused portion of the membership.

### **PROGRAM REFUND POLICY**

- Paid in full program fees can be cancelled 7 days prior of the first day of the program start date. A refund of the fee, minus administration fee, will be issued to the payer of the fee.

### **MEMBERSHIP HOLD POLICY**

- YMCA renewable memberships can be placed on hold for a period of up to 4 months by visiting the Membership Sales and Service Desk. After the hold period, regular payments will resume for the membership.

### **MEMBERSHIP REFUND POLICY EXEPTION:**

- Temporary interruptions in services or access to specific areas or equipment within the facility may be necessary to ensure proper maintenance. Membership and program fee adjustments shall not apply due to maintenance, repair, or refurbishment by the Sault Ste Marie YMCA or for program cancelled or facilities closed due to inclement weather.

### **HEALTH AND SAFETY**

- The Sault Ste. Marie YMCA will make every reasonable effort to minimize exposure to known risks. As a member however, you understand that by participating in YMCA programs or attending the YMCA facilities you/your family member may be involved in physical activities where there is a risk of injury. You /your family member will NOT hold the Sault Ste Marie YMCA, its staff, volunteers, or representatives responsible for any personal injury or loss of personal property arising from your/ your family's participation in a Sault Ste. Marie YMCA program or accessing the facility, unless such injury or loss is the direct result of proven negligence by the Sault Ste. Marie YMCA.