



## Membership Policies

Approved By:	Jenna Johnson, Director	Written By:	Jenna Johnson, Director
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SCOPE: All Family Wellness Members and Guests

PURPOSE: To clarify the Membership and Guest Policies of Family Wellness, a partnership of Sanford Health and the YMCA of Cass and Clay Counties

## Membership Policies

### I. Mission Statement

The mission of Family Wellness is to inspire healthy lifestyles by connecting people in a fun environment.

### II. Financial Assistance

Family Wellness strives to ensure that membership and programs are available to all persons in our service area. A limited need based membership fund is established yearly to assist those in need of financial assistance for membership. Members and participants receiving financial assistance are required to verify all household income in accordance with Family Wellness policies before assistance is given and must resubmit this information upon their renewal date to continue receiving assistance. Family Wellness utilizes a sliding income scale based on household income and family size. Members who receive a scholarship from the YMCA of Cass and Clay counties must choose either a Family Wellness or a YMCA scholarship, not both.

### III. Membership Fees

1. Enrollment Fee – Family Wellness currently does not charge enrollment fees.
2. Refunds or extensions – Family Wellness may grant a refund or extension of renewal date or put a membership on hold when requested by a member in the following cases:
  - Medical; Serious illness or injury, substantiated by a doctor's statement at the beginning of the illness or injury.
  - Other rare cases as approved by the Director of Family Wellness.

- Death of a member
- Up to 3 months for a member that says they dropped and it has been over a year or more that they have not used it. If it is our mistake then we will fully refund.

### 3. Payment Options

#### **FULL MEMBERSHIPS**

- **Annual Payment in Full** – *Includes a 10% discount on membership fee*  
Annual memberships are not refundable, except in the event of a medical condition which is documented to show you cannot continue any activity in the facility, moving 50 plus miles from Family Wellness, or death of the member.
- **Monthly membership** – Monthly credit card payment or EFT draft from a checking or savings account on the 2nd of each month (or the next business day). Monthly drafts must be cancelled in writing by the 15<sup>th</sup> of the previous month to avoid future drafts.
- **Membership options are:**
  - **Individual-** for one person
  - **Household/Family-** Includes 2 adults residing at the same address and their dependent children under the age of 24.(When a dependent child reaches age 24 they must purchase their own membership.)
- **Late fees:** Monthly membership fees are due the 2nd of the month and are the responsibility of the member. If dues payments are declined due to a declined credit card or EFT, a late fee of \$15 will be charged if not paid by the 15<sup>th</sup> of the month. Members with declined dues will not be allowed access until paid in full.
- **Collections:** Membership dues that are 30 days late will be sent to collections.

\*\*Member Services Staff may sell full memberships at any time. Members requesting financial assistance or a payment method other than those listed must meet with a Member Advisor. In an instance that a Member Advisor is not available, the Member Services Director may authorize the sale of a short term membership.

#### **Trial Membership AND GUEST OPTIONS**

- **Trial Membership:** Members may purchase a one month membership on only one occasion to try Family Wellness. Payment must be made at the time of sign up via cash, check, or credit card.
- **Guest Options**– Family Wellness offers daily guest passes and guest pass multiple visits for day use. Family Wellness Members also receive free day passes to bring guests. Once all free guest passes have been used, guests of a current Family Wellness Member pay half of the regular day pass fee.
- **Guest Rates:**
  - Guest Pass, Individual                      \$16.00 (\$8.00 if with a member)

-Guest Pass, Family	\$24.00 (\$12.00 if with a member)
12 Visit "Punch Card"	\$150.00 (expires in one year)
YMCA member- 12 visit "Punch Card"	\$80.00 (expires in one year)

- Guest passes are good for the day purchased and expire at the full facility closing time.

**Punch Card Policies:**

- Punch cards are electronically stored.
- Unused punches are not refundable or redeemable for cash (they do expire!).
- Remaining punch card value can be applied to a new membership if requested.

**If the prorate fee or total payment fee is larger than the remaining balance of the punchcard**, discount the full amount remaining on the guest pass from the prorate fee.

**If the prorate fee is less than the remaining balance of the punchcard**, please charge the full prorate and inform the new member that the discount will be applied to his or her first bank draft payment. Forward the request for the reimbursement to Membership Office for processing.

- **Free Trials** – Our web site and business cards invite you to "Be Our Guest". *\*First time guest and local residents only with valid photo identification card. 15 years old or older. Under 18 with consent of parent or guardian. Guests must present photo id at Member Services desk at time of first visit. Additional restrictions may apply.*
- **Membership Certificates**
  - Family Wellness donates membership certificates to charitable causes throughout the year. These memberships are usually obtained by the end user through silent auctions or raffles, and they are deemed to be paid in full by the member. The cost of any donated memberships is considered paid in full by Family Wellness.
  - Members using these certificates are entitled to any benefit of a full-pay member, including participating in insurance reimbursement programs, program discounts, and free guest passes.
  - Membership Certificates are non-refundable or reimbursable for cash.
- **Health Club Credits**
  - Insurance reimbursement programs are not considered a discount and can be combined with other special rates. However, members may only receive a reimbursement of up to the amount that they have paid.
    - **Members are responsible for knowing...**
      - Membership Certificates are also able to be used with reimbursement programs as outlined above.

**Family Wellness Employee Membership:** Family Wellness Employees are benefitted with a free individual or household membership depending on employment status. These memberships are active as long as they are still an active employee. Any change in

Employment status could result in a change in membership status, either in membership type or in membership access..

- Full Time employees receive a free Household membership.
  - The employee must be considered one of the adults on the membership, regardless of age. The benefit would include one (1) other adult at the address, and any dependent children under the age of 24.
- Part Time employees receive a free Individual membership.
  - Part time employees have the option of upgrading to a Household membership by paying the difference between an individual and household membership. The employee must be the Main member. Please note: the same Cancellation Policy applies for employee upgraded membership as it does for non employee memberships; employee must provide written notice by the 15<sup>th</sup> of the previous month (see full policy below). This would be paid monthly via automatic draft from checking account or credit card.

**Sanford Health Employee Program:** Through a commitment to the wellness of its employees, Sanford Health currently pays 20% of Family Wellness memberships for their employees and their families.

- The Sanford Employee (or eligible spouse or dependent) must be the main member of the membership, and is to be counted as one of the Adults regardless of age.
- Employee name must be entered as it is in the Sanford Directory.

**Employer Groups:** If your employer group would like to provide support for memberships, special billing arrangements can be made. Please contact the Membership manager or Director of Family Wellness.

4. **Freeze- Membership on Hold** – Freezes must be submitted in writing, in person, or on our website at [www.familywellnessfargo.org](http://www.familywellnessfargo.org) by the 15<sup>th</sup> of a month. Memberships may be placed on hold twice in a calendar year for up to six months for a maintenance fee of \$5.00 per month. Members who are on hold are still considered continuous members as long as the membership is not cancelled at any time during or after the hold.

**Transfer of Membership** – Membership and use of particular privileges shall not be transferred from one person to another.

7. **Cancellation of Membership** - Cancellations must be submitted in writing, in person, or on our website at [www.familywellnessfargo.org](http://www.familywellnessfargo.org) by the 15<sup>th</sup> of a month to stop future drafts.

8. **Foster Children** - Family Wellness will allow foster children residing with a current member to be included in the family membership in one of the following two ways.

- The individual child may be added to the membership, but the family will need to notify Family Wellness if this child leaves their household or if a new child is placed with their family.
- Foreign exchange students are treated the same as a dependent on a family membership and must follow existing policies as outlined. The student must be under 24 years of age and reside in the household.

9. **Nannies** - may bring children to programs, swimming or youth activities. If they plan to use facilities independently, they must have their own membership. Nanny's need to be listed on the Household/Family Membership as a pop up message indicating they are allowed in only with the children.

## IV. Membership Conditions

### 1. Age Restrictions

Age ranges and restrictions for use of Family Wellness facilities are listed below.

**Adult areas/activities are:** Fitness Center, Water Exercise and Group Fitness Classes

**Youth & Family areas/activities are:** Pool, Gym, Track, Racquetball Courts,

0-8 Years	Must be with a parent or caregiver over the age of 15 at all times in Family Wellness facilities. Not permitted in Adult areas listed above at any time.
9-11 Years	May utilize any Family areas of Family Wellness (listed above) independently. Not permitted to use Adult areas. Adult/Caregiver over the age of 15 must be in the facility at all times, unless the child is enrolled and participating in a supervised program.
12-14 Years	May utilize Family areas of Family Wellness independently. May utilize Adult areas of the Family Wellness as long as they remain within arm's reach of a parent or legal guardian. May have an individual membership and access to the Family areas of Family Wellness independently. Parent or Guardian must be present when signing up for membership.
15-17 Years	May use all Family Wellness areas and attend classes without restriction. May have an individual membership. Parent or Guardian must be present when signing up for membership.
18+	All Access. May sign up for a membership independently.

**Parental Responsibility:** All children must exit the building by closing time. If a child is left at the facility at closing time, parents will be called and must pick them up within 20 minutes or police will be notified.

Children ages 0-11 years may not be left in the building at any time without a parent or caregiver over age 15 (unless enrolled in a supervised program). Parents will be called and must pick the child up within 20 minutes or police will be notified.

2. **Membership Cards** – The membership card is a security ID and proof of membership in Family Wellness and shall be presented at each visit upon entry into the facility. All family or household members must check in, including all children. Member cards are issued to children ages 9 and up. If a card is forgotten, a photo I.D. must be presented. Members who maintain a current photo in their membership profile may be looked up by name. If a card is lost, a new card may be purchased for a \$5.00 charge.

3. **Suspension or Revocation of Membership** – Membership privileges may be suspended or revoked by Family Wellness Director. The length of suspension and/or refund of membership dues will be determined by the same authority.

4. **Escorts** – Family Wellness will allow escorts to attend the Family Wellness free of charge with members that need assistance due to disability. All members in need of an escort must be approved to do so at membership sign up by a Member Advisor and then must have an escort with them at each visit. This distinction will be noted on their member record with a pop up note. Escorts are allowed to workout and use the different areas of Family Wellness, but they must remain within arms length of the client. The escorts are welcome to utilize the fitness center and other areas of Family Wellness with the client.

Youth program participants may bring an escort free of charge if enrolled in a structured Family Wellness program, and are attending the program. (i.e. parents watching their child in swimming lessons or youth programs.)

Parent/caregivers supervising or participating with youth members who wish to utilize open areas of the facility that are included in membership must be a member or pay a day pass.

## **V. Membership Inclusions**

Family Wellness Membership includes use of all membership areas and drop-in classes (as appropriate by age) during times that are scheduled for member usage. Pool and Spa areas close one half hour prior to the building closing.

1. Fitness centers are open to members at all times the building is operating.
2. The following areas have a schedule to inform members of open times: Basketball Gyms and Pools.
3. Racquetball/Handball Courts may be reserved at the front desk up to three days in advance by members.
4. **AWAY Program** - Our Family Wellness participates in the AWAY Program (Always Welcome at YMCAs). This program honors visiting members of other YMCAs as guests. Each AWAY member receives 12 complimentary visits per year to Family Wellness. Members wishing to utilize other

YMCAs while traveling are encouraged to present their card at the YMCA and inquire for more information. Some Ys will accept the Family Wellness Card.

5. Member Guest Passes – As of January 1, 2017 each Family Wellness Membership has three (3) free guest passes that are included with their membership **each calendar year**. These passes are stored electronically in your membership profile and may be redeemed at member check in. Guests must present a photo ID and check in with the current member.
6. Partnership Benefits: Family Wellness is a partnership between Sanford Healthy and the YMCA of Cass and Clay Counties. Because of that partnership, Family Wellness members receive the following benefits:
  - Sanford Health: Medical Fitness and Wellness events with Sanford Health professionals on a variety of topics. These events will usually be monthly schedule and availability permitting.
  - YMCA of Cass and Clay Counties: Family Wellness members pay YMCA member rates on YMCA program offerings..YMCA Members receive member rates on Family Wellness programs and services. Some exclusions may apply

## **VI. Services Offered for an Additional Fee**

Personal Training, Drop In Childcare, Registered Dietician, are an additional cost. Youth and Adult programs, such as Swim School or Healthy Cooking Classes, and Family Wellness Yoga studio may have additional fees. Active members will have access to special member rates for Family Wellness programs and services. All series sale purchases expire 1 year from purchase.

## **VII. Policy of Nondiscrimination**

It is the policy of Family Wellness is to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability or financial circumstances without discrimination.

## **VIII. Sex offenders**

It is the policy of Family Wellness to not allow membership to persons known to be listed on the ND or MN Sex offender current listing.

We reserve the right to change these policies at any time and without notice.