

## Family Wellness Membership Policies

Approved By:	Jenna Johnson, Director	Written By:	Jordan McCormick, Assistant Director
Original Date:	May, 2014	Effective Date:	May, 2014
Review Date:	January, 2020	Revised Date:	January, 2020

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

### I. Membership Options & Types

- **Annual Membership** – Includes a discount on membership fee when paid in full. Annual memberships are not refundable, except in the event of serious illness or injury which is documented to show you cannot continue any activity in the facility, moving away from the Fargo/Moorhead area, or death of the member. Eligible membership types include Individual and Family/Household.
- **Prepaid Membership** – Other prepaid options include Quarterly (3 months) and Semi Annual (6 months). These options are paid in full at the time of enrollment and do not qualify for a discount. Eligible membership types include Individual and Family/Household.
- **Trial Membership** – Members may purchase a one month membership as an extended trial or because they are only able to access the facility for a limited time. This membership option is not available for consecutive months of access. These options are paid in full at the time of enrollment and do not qualify for a discount.
- **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 (reference full cancellation policy for complete details). Eligible membership types include Individual, Family/Household, and Family/Household with Childcare.
- **Membership Types**
  - **Individual** – One person age 12 and up. Individual members under the age of 18 must have parent or guardian present at the time of membership enrollment.
  - **Family/Household** – Includes 2 adults over the age of 18 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, or be one of the 2 adults listed on the membership.
  - **Family/Household with Childcare** – Includes the criteria of the Family/Household membership type, but with the addition of unlimited drop

in childcare access for the children listed on the membership. Childcare access is for children ages 2 weeks through 9 years, and must comply with all childcare policies.

- **Family Wellness Employee Membership** – Family Wellness Employees are benefitted with a free Individual or Family/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 Family/Household membership.
    - The employee must be the main member on the account, and are subject to the Family/Household membership terms outlined in this document.
  - Part Time employees receive a free Individual membership.
  - Part time employees have the option of upgrading to a Family/Household or Family/Household with Childcare membership by paying the difference between an individual and the desired membership. The employee must be the main member.
  - Employee memberships are subject to the same terms and conditions as non-employee memberships, including (but not limited to) Cancellation & Changes.
  - Employee memberships are monthly, with any fees associated with membership upgrades paid in accordance to our monthly billing policy.
- **Online Memberships** – Family Wellness will offer a limited selection of membership options and types available for purchase online for adults age 18 and up. Online members are required to bring a photo ID to their first visit to Family Wellness to complete the membership process. Family Wellness reserves the right to change online offerings at it's sole discretion. Members who join online are required to abide by the same membership policy outlined in this document.
- **Need Based Membership** – The Family Wellness Need Based Membership program matches qualified individuals and families who demonstrate a financial or circumstantial need with a reduced price 6 month membership. To determine the match amount, Family Wellness requires specific information about your financial situation as well as any special circumstance(s) that may warrant additional support. For application and the complete guidelines refer to [familywellnessfargo.org/memberships](http://familywellnessfargo.org/memberships).
- **Insurance Supported Memberships** – Family Wellness partners with a number of insurance providers who offer incentivized access to wellness and fitness facilities. Access to these options depends on each providers specific guidelines and restrictions. For our current partnerships, including programs that provide access for active older adults, contact our Member Relations team.

## II. Membership Conditions

- **Enrollment Fee** – Family Wellness currently does not charge enrollment fees.

- **Freeze (Membership on Hold) –** Freezes must be submitted in writing in person, or on our website at [familywellnessfargo.org/memberships](http://familywellnessfargo.org/memberships) by the 15th of a month prior to the 1<sup>st</sup> of the effective month. Membership Freezes are allowed twice per calendar year, with up to 4 total months frozen in that calendar year for a maintenance fee of \$10.00 per month (paid in full or monthly automatic withdrawal). 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. While on a Freeze members are eligible for reduced priced day passes in the event they want to access the facility. All Freeze requests will include a membership reactivation date, which will automatically reinstate member access and billing. For the complete Freeze guidelines, refer to our Freeze form.
  
- **Membership Cancellation & Changes –** As a member, or the parent/legal guardian of a minor child(ren) member of Family Wellness, I accept the following cancellation policy. Should I need to cancel the membership, my membership account balance must be paid in full and brought to zero. The member must submit, in writing, in person or via the Family Wellness website a request to cancel or change the existing membership. The request must be submitted no later than the 15th of the month prior to the 1st of the effective month (i.e. if my cancellation is to become effective on September 1st, Family Wellness, must receive the written cancellation notice on or before August 15th). Cancellations will not be accepted over the phone. Acceptable forms of written notice are: a cancellation form completed at the Family Wellness' front desk; a membership change form submitted on the Family Wellness, website; or an e-mail to [familywellnessfargo@sanfordhealth.org](mailto:familywellnessfargo@sanfordhealth.org) that includes members name, account number, and effective date for requested change. Upon receipt, all acceptable forms of cancellation will be confirmed by a Family Wellness staff person. Failure to comply with said membership cancellation guidelines can result in responsibilities of membership for the additional month, including the payment of fees.
  
- **Refunds, Extensions, or Transferring –** 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:
  - Serious illness or injury that prevents the use of Family Wellness or its programs substantiated by a doctor's statement. Supporting materials are to be provided at the time of leave request.
  - Death of a member.
  - Other rare cases as approved by the Director of Family Wellness.
  - Membership transfer can be appropriate pending approval by Family Wellness leadership, with each circumstance reviewed individually.

In the event that a member claims they completed the cancellation process but continues to be billed for an extended period, Family Wellness will investigate the claim. Family Wellness, at its sole discretion, can refund up to 3 months of dues pending that the account in question has not been used by anyone on the membership. Claims that are found to be billed in error by Family Wellness will be refunded in full.

- **Late Fees** – Monthly membership fees are due the 2nd of the month and are the responsibility of the member. If monthly membership fees are declined due to a declined credit card or EFT, a late fee of \$20 will be charged if not paid by the 15<sup>th</sup> of the month.
  - In the case of a declined payment from an EFT, any NSF fee billed to Family Wellness is the responsibility of the member and will be passed on to the member in the form of a \$20 charge. If the declined due is not paid by the 15<sup>th</sup> of the month, the additional \$20 late fee will also be applied.
- **Collections** – Membership dues that are not made current by the last day of the month will move to a “collection” status. Members with a “collection” status will not be allowed access until the outstanding balance is made current.
- **Code of Conduct** – All Family Wellness users, including (but not limited to) members, guests, and staff, are expected to abide by the Family Wellness Code of Conduct. Family Wellness and its staff reserve the right to interpret and enforce the Code of Conduct as it sees fit. The Family Wellness Code of Conduct is a living document, and can be updated at any time.
- **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.
- **Insurance Incentive Programs** – Family Wellness is a partner with insurance providers with a variety of incentive based programs. Insurance reimbursement programs are not considered a discount, and therefore can be combined with other special offers. Members may only receive a reimbursement of up to the amount that they have paid. It is the responsibility of the member to understand the criteria for participation, including any changes in benefits, as well as confirming that benefits are successfully received. Family Wellness reserves the right to choose to or not to partner with any program at any time.
- **Sanford Health Employee Benefit** – 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 whenever appropriate. Employee name must be entered as it is in the Sanford Directory. The criteria for Sanford Health employee benefits are approved annually by Sanford leadership, and are subject to change.
- **Non-Traditional Dependence** – Foreign exchange students, foster children, or any other scenario where minors are living at the address for an extended period are treated the same as a dependents on a family membership and must follow existing policies as outlined.
- **Employer Groups** – If your employer group would like to provide support for memberships, special billing arrangements can be made. Please contact the Member Relations Manager for additional information.

### III. Membership Inclusions

- **Complimentary Guest Passes** – Active Family Wellness members receive up to 6 complimentary guest passes per calendar year. Three guest passes are distributed at the time of membership enrollment, or in January and June for existing members. Complimentary guest passes expire on the last day of the calendar year, with new passes issued on the first day of the next year. Complimentary guest passes do not accumulate year to year. To use a complimentary guest pass, the member must be present at the time of access. Guest access is for that visit only, and does not accommodate re-entrance to the facility. If all complimentary guest passes are used, guests of a current Family Wellness member can pay the reduced-price Day Pass rate to access the facility.
- **Partnership Benefits** – Family Wellness is a partnership between Sanford Health and the YMCA of Cass and Clay Counties. Because of that partnership, Family Wellness members receive the following benefits:
  - YMCA of Cass and Clay Counties: Family Wellness members receive Partnership Passes, which allow for 12 complimentary visits to either of the YMCA of Cass and Clay Counties facilities (must bring membership card and ID). Family Wellness members also pay YMCA member rates on YMCA program offerings. YMCA Members receive member rates on Family Wellness programs and services. Some exclusions may apply.
  - YMCA Reciprocity (outside FM area YMCA's): Family Wellness members may have access benefits to other YMCA locations. Access benefits are determined by the host YMCA, and may be subject to their membership policies.
  - Family Wellness Bismarck/Mandan: Family Wellness members of each location receive full reciprocity with the other Family Wellness location as long as the majority of your monthly visits are at your home site (which collects payments for membership dues).
  - Sanford Health: Medical Fitness and Wellness events and programs with Sanford Health professionals on a variety of topics at Family Wellness.
- **Membership Cards** – The membership card is a security ID and proof of membership at 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. Members may also check in by using a digital membership card available through the Family Wellness App. If a card is forgotten, a photo I.D. must be presented if there is not a current photo on the member account. If a card is lost, a new card may be purchased. Family Wellness members are expected to have a membership card (in person or digital) in order to access the facility.

### IV. Non-Member Access

- **Day Passes** – Day Passes are available for nonmember access to Family Wellness and are valid for entry (including re-entry) for the day purchased. Day Passes expire at facility closing, and are non-transferable.
  - Day Pass, Individual \$20.00 (\$10.00 if with a member)

- Day Pass, Family \$28.00 (\$16.00 if with a member)
- YMCA Member 6 Visit Package \$50.00
  - YMCA members are able to purchase additional Day Passes once all of their Partnership Passes have been used in single or 6 visit package options only.
  - Expires one year from purchase.
  - Sold to active YMCA members only. Cancelled members are subject to full price Day Pass rates.
- **Promotional Access** – Family Wellness will offer a variety of access related promotions. Any access is still subjected to our Guest Pass Policy, unless specified as part of the specific promotion. Family Wellness reserves the right to no longer honor promotions at any time.
- **Community Benefit** – Family Wellness offers a variety of community support membership access, including (but not limited to) silent auction donations, Family Support Program, or approved special circumstances. These situations are reviewed by Family Wellness leadership, and are conditional on approval. Benefits associated with are non-transferable, have no cash value and are not to be combined with any other offers.
- **Caregivers** – Family Wellness allows access for caregivers of active Family Wellness members, including (but not limited to) nannies, support staff, or any other professional caretaker. Caregivers are allowed to use the different areas of Family Wellness as long as they are doing so while providing the necessary level of support to their client/child. Caregivers of children may bring children to programs, swimming or youth activities. If they plan to use facilities independently, they must have their own membership. All caregivers are subject to Family Wellness approval, and Family Wellness reserves the right to remove access at any time.

## V. Age Guidelines

- |                    |  |
|--------------------|--|
| <b>0-8 Years</b>   | Must be with a parent or guardian over the age of 15 at all times in Family Wellness. Not permitted in the fitness center, group fitness classes, or adult programs at any time. Children up to age 8 may be supervised (within arm's reach) by a parent or guardian on the track, in the basketball courts, racquetball courts, or in the pool. Drop in childcare is available for children through age 9, and is subject to all childcare policies including posted hours. |
| <b>9-11 Years</b>  | Children ages 9 – 11 may use the basketball courts, pool, and racquetball courts unsupervised with parent or guardian in the facility; they may also use the track and bridge if closely supervised by a parent or guardian age 15 or older. Exercises and equipment usage for children ages 9 – 11 should comply with posted Family Wellness safety requirements.   |
| <b>12-14 Years</b> | Children 12 and up may be in the facility without a parent or guardian and are eligible to be the sole member of an individual   |

member (Legal parent/guardian must be present at time of registration). Children 12 – 14 may use the fitness center and group fitness classes when closely supervised by a parent or guardian age 15 or older (except BODYPUMP, which allows unsupervised attendance at age 15). Exercises and equipment usage for children ages 12 – 14 should comply with posted Family Wellness safety requirements.

**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.

**Closing/Unsupervised Children:** All children must exit the building by closing time. If a child is left at the facility after closing time, an attempt to contact the parent/guardian on the membership will be made to arrange pick up. If the attempts to contact parents are unsuccessful, the police will be notified. Children being left in the facility after closing time repeatedly will be subject to disciplinary action determined by Family Wellness leadership, which may include removal of access. 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). If parents of unsupervised children cannot be reached, the police will be contacted.

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

Family Wellness offers a variety of services at an additional fee, including (but not limited to) Personal Training, Drop In Childcare, and Registered Dietician sessions, are an additional cost. Youth and Adult programs, such as Swim School or Healthy Cooking Classes, and other Adult Fitness Programs may have additional fees. Active members will have access to special member rates for Family Wellness programs and services. All service package purchases expire 1 year from date of purchase. Family Wellness reserves the right to adjust fees or package values at any time.

## **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. Service Animals**

Family Wellness recognizes service dogs as outlined by the ADA, and supports their access to the facility as long as they are under control of the owner.

## **IX. Sex Offenders**

It is the policy of Family Wellness to not allow access to persons known to be listed sex offenders. If during the process of a sex offender screen a member name is flagged for a potential match, Family Wellness reserves the right to investigate to determine credibility

of the finding. If confirmed, Family Wellness reserves the right to remove future access as a member or guest.

**Family Wellness reserves the right to change these policies at any time and without notice.**