



Altavista Area YMCA

24-Hour Access Frequently Asked Questions

ELIGIBILITY:

- 24-hour access is limited to adults, ages 18 and older, with a Full Facility membership plus, \$5/month add on and who are in good standing at the Altavista Area YMCA. *No children, ages 17 and under allowed in the facility during non-staffed times*

CAN I BRING MY CHILD WITH ME?

- No. 24-hour access is only for members with Full Facility Membership plus \$5/month add on and 18 years or older. We encourage your children to come along during normal operating hours.

IS THE FACILITY STAFFED DURING NON-BUSINESS HOURS?

- No. The facility is not staffed after regular facility operating hours. In the event of an emergency, 3 emergency wall buttons, 5 emergency alert buttons, a first aid kit, and AED are available. We also highly recommend that members exercise with other 24-hour access members when using the facility outside of staffed hours.

HOW DO I ENTER THE FACILITY AFTER HOURS?

- **Only** after regular business hours, members will scan their key fob to unlock the exterior door and then type in their pin code to unlock the interior doors for the upstairs entrance located on Franklin Ave. **(Regular business hours = Regular entrance use)**

WHAT AREAS WILL I HAVE ACCESS TO?

- Members will have access to the Wellness Center, track, lounge, and restrooms.

DOES IT COST EXTRA FOR Y FULL FACILITY MEMBERS TO HAVE 24-HOUR ACCESS?

- Yes. There is a \$5/month add on per Full Facility member and a one-time \$20 fee for the key fob.

CAN I PURCHASE A 24-HOUR ACCESS ONLY MEMBERSHIP?

- No. The Altavista Area YMCA does not offer a 24 Hour Access only Membership.

ARE BASIC Y MEMBERS ELIGIBLE FOR 24-HOUR ACCESS?

- No. In order to participate in 24-hour access, you must upgrade to a Full Facility Membership plus \$5/month add on.

WHAT IF MY KEY FOB IS LOST OR DAMAGED?

- If you lose or damage your key fob, report it to the Altavista Area YMCA immediately. A replacement key fob can be purchased for \$20.

WILL FULL FACILITY MEMBERS ONLY NEED ONE KEY FOB PER FAMILY?

- No. Each adult individual will need to register and purchase their own key fob and have their own pin code to be able to access the facility after hours.

CAN GUESTS OR VISITING YMCA MEMBERS USE 24-HOUR ACCESS?

- No. Only Altavista Area YMCA Full Facility members will have access. Guests or members through Nationwide Reciprocity are not permitted.



WHAT IF A MEMBER WITH 24-HOUR ACCESS LETS A MEMBER WITHOUT 24-HOUR ACCESS INTO THE WELLNESS CENTER WITH THEM AFTER HOURS?

- Members with 24-hour access cannot grant access to other individuals, even if they are YMCA members and known to you. Granting access to another individual will result in the member losing 24-hour access and possible termination of their YMCA membership.

WHAT ARE THE SAFETY AND SECURITY MEASURES FOR THE FACILITY?

- There is a 2-step authentication process to enter the building. 1. Members will scan their key fob to unlock the exterior door. 2. Members will type in their pin code to unlock the interior door. (pin code will not work if the exterior door is open)
- Wellness Center Staff will recheck members upon closing to verify members have 24/7 access
- The facility is monitored by a video surveillance system for security purposes. However, the surveillance system does not provide staffing assistance for any immediate emergency that might arise. Directors will review the video on a daily basis to address any security concerns and monitor for appropriate usage. There are 3 emergency wall buttons throughout the upper level that are a direct line to 911. 5 emergency alert buttons are available for members to carry on their persons. Access to a first aid kit and AED will be available. There will be NO Access to the lower level during non-business hours.

CLOSURES AND SNOW DAYS

- During non-business hours on heavy snow days, **parking lot and sidewalk snow removal and application of ice melt WILL NOT BE IN PLACE until staff are present**, later if there is a delay in operating hours. During inclement weather, you may still access the facility after hours, but at your own risk from the elements. Members with 24-hour access will be notified of closures for power outages, and/or inclement weather that result in unsafe conditions via social media, and the Rained-out app.

WHY ARE YOU IMPLEMENTING 24-HOUR ACCESS?

- To provide our members with an added benefit, and to meet the growing need for those who work different shifts. It's also in response to member feedback asking for longer/extended hours.

AS A CURRENT MEMBER, WHAT MUST I DO TO HAVE 24-HOUR ACCESS?

- There will be a few requirements that you will need to follow in order to have access:
 - Must have a Full Facility Membership plus \$5/month add on
 - Must be at least 18 years old
 - Update your member photo, if necessary
 - Read and sign the 24-Hour Access Code of Conduct
 - Read and sign the 24-Hour Access Release of Liability & Assumption of Risk Waiver

ADDITIONAL THINGS YOU NEED TO KNOW:

- WIFI will be available.
- Coffee will not be provided. Members may bring their own K-Cups
- The elevator and stairwell door will be locked and only overridden by staff and emergency personnel.
- Administrative offices will be locked.
- Can only Add on to membership during business hours at the Front Desk



24-HOUR ACCESS CODE OF CONDUCT

NO STAFF ON DUTY, USE THE UPSTAIRS AT YOUR OWN RISK.

The YMCA reserves the right to temporarily disengage 24-7 for any reason

THE FOLLOWING ARE STRICTLY PROHIBITED

- Use of profanity toward members and staff.
- Providing entry to the facility after normal operating hours to anyone besides yourself.
- Providing personal training, consulting, instruction or coaching to other members.
- Theft or destruction of equipment, parts, or merchandise.
- Theft from another member or of any contents in the facility.
- Use of equipment in a manner different than intended by the manufacturer.
- Failing to wear shoes, or wearing open-toe shoes, sandals, or flip-flops.
- Selling merchandise and/or products of any kind.
- Alcohol and/or drug consumption on the premises.
- Entering the facility under the influence of any substance that impairs the member's physical or mental ability to function normally.
- No food, except for sports drinks and water, is allowed on the fitness floor.
- Physical and verbal confrontations. This will result in revocation of membership for all involved.
- Taking photos or videos of other members in the facility.
- Use of camera or video equipment (including cell phone) in restrooms.
- Using another member's scan card/key fob or providing another member's information to purchase items or check-in to the facility.
- No weapons of any type are allowed inside the facility.
- Projecting phone calls or music: Any personal music usage requires headphones or earbuds.
- Use of areas in the facilities that are closed/gated.

AGE REQUIREMENTS

- 24-hour access is limited to adults, ages 18 and older with Full Facility Membership + \$5/month add on. 24-hour access will only be granted to those who meet this age requirement. Members who violate this policy will lose their membership privileges.

GUEST POLICY

- Day pass guests are only allowed during normal business hours when a YMCA staff member is on duty.
- No guests are allowed to utilize the 24-hour access area after business hours, as it is a program for members only.
- Please be aware that your pin code & key fob are to be used only for your own entrance into the facility. Members with 24-hour access cannot grant access to others, even if they are known to you or members of your family. This is done so the Y can track who is in the building, at all times. Granting access to another individual is grounds for immediate termination of membership.
- Members with 24-hour access utilize the Wellness Center at their own risk.

ACCESS CODE ENTRY

- 24-hour members will be required to use their own pin code & key fob for entry. If your pin code &/or key fob does not work, please call the Y during normal operating hours for assistance.
- Please use the Upper Entrance and exit at the same location when enjoying the 24-hour benefit.
- All guests/members must provide a valid ID during the enrollment process for 24-hour access. A recent photograph must be saved on your YMCA account.

EMERGENCY SITUATIONS & VIDEO SURVEILLANCE

- The Y has a 24-hour video recording system for security purposes. It will be reviewed on a daily basis to address any security concerns and monitor who is entering the building.
- Please note that this system does not provide staffing assistance for any emergency that might arise.
- 3 emergency wall buttons are placed throughout the upper level of the facility. 5 emergency alert buttons are available to carry on your persons for the duration of your visit. In the event of an emergency, immediately push the emergency wall button &/or emergency alert button.
- During non-business hours on heavy snow days, snow removal will not be in place until staff are present (later if there is a delay in operating hours). Members will be notified of closures for inclement weather that result in unsafe conditions via the Rained-Out app, social media and/or email alert system.
- If there is loss of power in the building, please immediately follow the emergency exit signs

EMERGENCY CONTACT NUMBERS

- Call 911 first for any medical emergency or at-risk safety (police) situation (Knox Box for emergency personnel)
 - Emergency Number: 911
 - Poison Control: 1 (800) 222-1222
- (Urgent situations will be handled as soon as possible. Non-emergencies will be handled on the next business day. Not being able to gain access is not considered an emergency.)
- The privilege of 24-hour access may be revoked at any time. Violators of the guidelines/policies/procedures for 24-hour access are subject to 24-hour termination, permanent membership termination, and/or prosecution if deemed appropriate.**

Signature

Date



24-HOUR RELEASE OF LIABILITY & ASSUMPTION OF RISK WAIVER

I understand the risk from the YMCA activities and use of any YMCA equipment is significant, including the potential for physical or emotional injury, paralysis or permanent disability, death, and property damage.

- 1) I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, both known and unknown. I acknowledge that this is an unsupervised Fitness Center and I assume all risks associated with using exercise equipment, products, and machines as well as exercising along without the aid of YMCA staff on the premises. In addition, I acknowledge that YMCA activities may include outdoor exposure to additional risks, such as slick surfaces, uneven surfaces, loose rock/gravel, icy/snowy conditions, or other items.
- 2) I hereby release, indemnify, and hold harmless the Altavista Area YMCA and its directors and officers, with respect to any and all injury, disability, death, loss or damage to person or property that may arise out of or in connection with use of any of the equipment, products, machines or the facilities of the YMCA, or an incident that occurs while using the facilities, or otherwise related to my membership.
- 3) I expressly agree that this release is intended to be as broad and as inclusive as permitted by applicable law and if a portion of this release is held invalid, the balance shall remain in full force and effect. The release shall apply to my heirs, assigns, personal representatives and to any other next of kin. I understand the YMCA is relying on this release in agreeing to enter into this Agreement.
- 4) I represent that I have adequate insurance to cover any injury or damage I may suffer or cause while participating in this activity, or else I agree to bear the costs of such injury or damage myself. I further represent that I have no medical or physical condition which could interfere with my safety in this activity, or else I am willing to assume and bear the costs of all risks that may be created, directly or indirectly, by any such condition.
- 5) I represent that I have thoroughly read the policies herein and understand that any failure to adhere to the rules will be grounds for immediate termination of all membership privileges.
- 6) I HAVE READ THE POLICIES AND RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT, FULLY UNDERSTAND ITS TERMS AND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IN FREELY, VOLUNTARILY, AND FOREVER WITHOUT ANY INDUCEMENT. BY SIGNING THIS DOCUMENT, I AGREE THAT IF I AM HURT OR MY PROPERTY IS DAMAGED DURING MY PARTICIPATION, THEN I MAY BE FOUND BY A COURT OF LAW TO HAVE WAIVED MY RIGHT TO MAINTAIN A LAWSUIT OR ANY CHARGES AGAINST THE PARTIES BEING RELEASED ON THE BASIS OF ANY CLAIM FOR NEGLIGENCE.

TERMS AND CONDITIONS

I hereby confirm that I am aware of and agree to the Terms and Conditions of the 24-Hour Access Policies and Member Assumption of Risk and Release. I also understand that the YMCA may update this document at any time and deactivate member use if the member does not sign the updated document.

I further understand and agree that it is my responsibility to provide any changes to my contact information below.

Signature

Date