



# WELCOME TO THE Y

At the Y, we believe we have something special—a sense of community—and that everyone should have access to it, along with the programs and services that help us learn, grow and thrive.



## MEMBER SERVICES

UPDATED ON: MARCH 13, 2017

### SPRING SESSION –April 10-May 28, 2017

**Y Members & SilverSneakers®** begins 6:00 AM, April 3, 2017

**GENERAL PUBLIC** begins 6:00 AM, April 6, 2017

### DAYS OF THE WEEK

Monday-M

Wednesday-W

Friday-F

Sunday-N

Tuesday-T

Thursday-R

Saturday-S

### FACILITIES

- Apple Creek YMCA - ACY
- Appleton YMCA - APY
- Child Learning Center - CLC
- Fox West YMCA - FWY
- Heart of the Valley YMCA - HVY
- Menasha Park & Recreation - MPR
- Menasha Senior Center - MSC
- Neenah-Menasha YMCA - NMY
- Thompson Community Center – TCC

### PAYMENT METHODS

Registration payment in-person is accepted by cash, check or credit card (Discover, MasterCard, VISA). Online registrations must be paid by credit card. The full class fee must be paid at time of registration to reserve your spot.

### ONLINE REGISTRATION

Go to [www.ymcafoxcities.org](http://www.ymcafoxcities.org) and click on the blue "Registration" button. Click "Register Online" button again on left side of screen.

Create a new account or sign into your account with your username and password. All you need to do is follow the simple instructions below (please be aware that you will need to provide a valid email address.)

1. Ensure you have a valid email address connected with your Y membership. If you are not sure please contact Member Services at your Y for assistance.
2. Log on to [www.ymcafoxcities.org/createaccountlogin.aspx](http://www.ymcafoxcities.org/createaccountlogin.aspx).
3. Click "FIND ACCOUNT" in the middle box. Enter your last name, birth date (MM/DD/YYYY) and zip code.
4. Enter the email address associated with your membership. A secure link will be sent to this address prompting you to create an account.
5. Follow the instructions in the email to create a password.
6. Go back to [www.ymcafoxcities.org/createaccountlogin.aspx](http://www.ymcafoxcities.org/createaccountlogin.aspx) and enter your email address and password in the first box. You are now ready to search and register online for programs.

**Spring Session: April 10-May 28, 2017**

This is a working document and is subject to change.

A system credit in the system will be available in the check-out screen to be used for online transactions. General public participants should present their receipt at the Member Service Desk to receive a program pass for the session.

## **MY ONLINE ACCOUNT**

Once signed in the top of your screen will show options to search for programs, view your account, pay any balance dues, payment history and your registrations.

Adding new members to a membership - Y members that need to add an individual to their family need to call their YMCA of the Fox Cities branch membership department or stop by in person to activate their membership.

- Apple Creek (ACY) - 733.9622
- Appleton (APY) - 954.7605
- Fox West (FWY) - 757.9820
- Heart of the Valley (HVY) - 830.5700
- Neenah-Menasha (NMY) - 886.2121

## **REGISTRATION INFORMATION**

**AGE REQUIREMENTS** - Participants need to meet the age requirements of the class by the time they register for the class. For exceptions please contact the director of the appropriate department.

**SWIM REGISTRATION** - Swim registration is closed after the first week of classes. Please call the Aquatic Department at your YMCA location for exceptions or questions.

**ALTERNATE FORMS OF REGISTRATION** - No phone, mail in or faxed registration will be accepted.

**DISCOUNTS, COUPONS OR CREDITS** - If you are an employee, have scholarship discounts or coupons, you must register in person. Discounts are not available online and will not be refunded or credited after the transaction is completed. Credits in the systems may be used online.

**REGISTRATION CONFIRMATION** - When your transaction is complete an e-mail confirmation receipt will be sent to you. General public must bring the receipt to the first day of class to receive a program pass from the Member Services Desk. Please show your pass for entry at the Member Services Desk each time you attend your class.

## **REFUND/CREDIT POLICY**

The Y reserves the right to cancel, reschedule or combine classes that do not have sufficient enrollment. In the event of a cancelled class due to lack of enrollment, a full refund or credit will be issued. A full refund or credit voucher will be issued if the participant cancels 24-hours before the first day of the session.

A pro-rated credit will only be given if participation ceases due to medical reasons. A note from the doctor will enable one to receive a refund. There are no credits given for individual classes missed. No refunds/credits are given on individual classes cancelled due to weather.

Some programs require a deposit/registration fee that is non-refundable. Participant cancellation in these programs will result in loss of the deposit. Credit vouchers expire 6 months after date of issue.

## **MEMBERSHIP INFORMATION**

The Y offers a monthly payment plan for membership that is convenient and easy to use. Tours are available with Member Services.

### **WHO MAY BE A MEMBER**

Any person, regardless of race, gender, religion or creed may become a member of the Y.

Y Member - A person who holds a full Association membership at the Y. General Public - A person who does

not hold a full Association membership at the Y, but would like to participate as a member of a program.

### **ANNUAL CAMPAIGN**

No person will be denied the benefits of the Y membership or program due to financial limitations. Scholarships are available for programs, child care and membership. For more information, see the Member Service desk at your local branch.

### **ADMITTANCE POLICY**

Members must bring their Y membership card each time they use the facility. General Public must show their current program pass or purchase a day membership pass.

### **PROGRAM PARTICIPATION**

Members and the general public are welcome to join any Y program. In order to receive member rates on programs, you must be a member throughout the length of that program. Y programs are often photographed for promotional purposes. If you do not wish to be included, please inform the photographer.

### **CHARACTER DEVELOPMENT**

Character development is at the heart of what we do at the YMCA of the Fox Cities. To accomplish our mission, we incorporate character development in all our programs. The YMCA of the Fox Cities has adopted CARING, HONESTY, RESPECT and RESPONSIBILITY as our focus of our communication, activities and staff/member relationships.

### **GIFT CERTIFICATES**

Gift certificates are available for purchase from Member Services.

### **ACCIDENT AND VALUABLES**

The Y is not responsible for any accidents. All individuals participate at their own risk. The Y is not responsible for personal property lost, damaged or stolen. Please secure all belongings. A lost and found is available at each facility.

### **WHAT IS THE Y?**

Founded in 1844, the Y is an international organization active in more than 130 different countries.

### **APPLETON Y SERVICE CLUB**

Active for 60 years, they meet the second and fourth Tuesday at 7:00 AM during the school year to plan fundraising events to help the Y provide innovative programming to the Fox Cities area. Interested? Call Tom Wendt at 954.7619 for more information or visit our website at [www.ymcafoxcities.org](http://www.ymcafoxcities.org).

### **Y ENDOWMENT**

Established in 1956, the YMCA of the Fox Cities Endowment helps to fund various Y projects and programs. For more information on how you can contribute to the Endowment Fund, contact Jan Davey at 954.7637.

### **HERITAGE CLUB**

The YMCA of the Fox Cities Heritage Club, founded in 1990, currently consists of 457 members, who have contributed to the Endowment Fund or left the Y in their estate plan. Contact Jan Davey at 954.7637 for information.

### **CHILDREN WITH DISABILITIES**

Please notify Member Services if your child has any special need or disability, as we would be happy to provide any assistance needed.

## **BUILDING HOURS**

Fall building hours will change on Tuesday, September 2, 2014. Drop-In and Kids Corner hours may not follow building hours, check your location below.

### **APPLE CREEK**

Monday-Friday: 5:00 AM-9:00 PM      Saturday: 5:45 AM-4:00 PM      Sunday: 9:00 AM-1:00 PM

PLAY AND LEARN CHILD CARE CENTER (6 weeks-6 years)

Monday-Thursday: 8:00 AM-4:30 PM      Friday: 8:00 AM-NOON

### **APPLETON**

Monday-Friday: 5:00 AM-10:00 PM      Saturday: 5:45 AM-6:00 PM      Sunday: 7:30 AM-6:00 PM

PLAY AND LEARN CHILD CARE CENTER (6 weeks-6 years)

Monday-Friday: 7:30 AM-5:30 PM

### **FOX WEST**

Monday-Friday: 5:00 AM-10:00 PM      Saturday: 5:45 AM-6:00 PM      Sunday: 7:30 AM-6:00 PM

KIDS CORNER (6 weeks-6 years)

Monday-Friday: 8:00 AM-1:00 PM      Monday-Thursday: 4:00-7:15 PM

Saturday: 8:00-11:00 AM (through May 27, 2017)

### **HEART OF THE VALLEY**

Monday-Friday: 5:00 AM-10:00 PM      Saturday: 5:45 AM-6:00 PM      Sunday: 7:30 AM-6:00 PM

KIDS CORNER (6 weeks-10 years)

Monday, Wednesday, Friday: 7:45 AM-7:30 PM      Tuesday, Thursday: 7:45 AM-1:00 PM & 3:45-7:30 PM

Saturday: 7:45 AM-1:00 PM (through May 27, 2017)

### **NEENAH-MENASHA**

Monday-Friday: 5:00 AM-10:00 PM      Saturday: 5:45 AM-6:00 PM      Sunday: 7:30 AM-6:00 PM

KIDS CORNER (6 weeks-6 years)

Monday-Friday: 8:00 AM-1:30 PM      Monday-Thursday: 3:45-7:30 PM

Saturday: 8:00 AM-NOON (through May 27, 2017)

## **BUILDING CLOSINGS & HOLIDAY HOURS**

April 16, 2017 – Easter – CLOSED

May 29, 2017 – Memorial Day - CLOSED

**Our Mission:** To put Christian principles into practice by promoting youth, adult and family activities that build a healthy spirit, mind and body for all.