



# MEMBERSHIP HANDBOOK

 YMCA OF THE BLACK HILLS

Approved 2-26-2026

# Disclaimer

This Membership Handbook outlines the policies and procedures used by the YMCA of the Black Hills (“YMCA” or “Y”) to guide member expectations, promote safety, and ensure the well-being and positive experience of all individuals who access our facilities, programs, and services. The Handbook is intended for informational purposes only and does not create a contract or establish legal rights or obligations for members, guests, or participants.

While these policies reflect current organizational standards and best practices, they may be updated or revised at any time based on changes in laws, community needs, safety guidelines, or operational requirements. In the event of any conflict between these policies and applicable federal, state, or local laws, the laws will take precedence.

All members, program participants, and guests are required to follow YMCA policies and adhere to the Code of Conduct, safety rules, supervision requirements, and facility use guidelines outlined in this Handbook. Anyone who observes unsafe or inappropriate behavior is encouraged to report it to YMCA leadership.

Use of YMCA facilities and participation in YMCA programs signifies understanding and acceptance of these policies and procedures.

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# Section 1.00 Who We Are

## 1.01 National Mission of the YMCA

To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

## 1.02 The YMCA's 3 Pillars

We focus our work on three key areas that are fundamental to strengthening the community:

### *Youth Development*

We believe the values and skills learned early on are vital building blocks for life. Because of the YMCA, more young people in neighborhoods and around the nation are taking a greater interest in learning and making smarter life choices. At the YMCA, children and teens learn values and positive behaviors, and can explore unique talents and interests, helping them realize their potential. That makes for confident kids today and contributing and engaged adults tomorrow.

### *Healthy Living*

Being healthy is about maintaining a balanced spirit, mind, and body. The Y is a place where you can work toward balance by challenging yourself to learn a new skill or hobby, fostering connections with friends through our lifelong learning programs, or bringing your loved ones closer together through our many family-centered activities. At the YMCA, it is not about the activity you choose as much as it is about the benefits of living healthier on the inside as well as the outside.

### *Social Responsibility*

At the YMCA, we are a cause-driven organization committed to providing support to our neighbors and opportunities for kids, adults, and families to give, join in, or advocate in the name of stronger communities.

## 1.03 The YMCA's 4 Core Values

Caring: Showing a sincere concern for others.

Honesty: Being truthful in what you say and do.

Respect: Follow the "Golden Rule".

Responsibility: Being responsible for your actions.

## 1.04 Universal Code of Conduct

The YMCA of the Black Hills is committed to providing a safe, welcoming, and positive environment for all individuals, including staff, volunteers, members, consumers, youth, and third-party participants. Everyone engaged in YMCA facilities, programs, activities, or events is expected to behave in a mature, responsible, and respectful manner that upholds the YMCA mission and core values.

### *Core Expectations*

All individuals must:

- ❖ Demonstrate the YMCA core values of Caring, Honesty, Respect, and Responsibility.
- ❖ Treat all people with dignity and respect, regardless of race, culture, faith, ability, gender, sexual orientation, age, economic background, or any other protected characteristic.
- ❖ Use respectful, positive language and behavior, free from profanity, vulgarity, harassment, intimidation,

bullying, or abusive conduct.

- ❖ Contribute to a healthy, safe, and inclusive environment for all.
- ❖ Respect YMCA property and facilities, using equipment and spaces responsibly.
- ❖ Follow all YMCA policies and procedures, including those related to safety, supervision, technology, and program participation.

### *Safety and Conduct Standards*

To maintain a safe environment:

- ❖ Violence, threats, bullying, hazing, abuse, or mistreatment of any kind—physical, verbal, emotional, sexual, or digital—are strictly prohibited.
- ❖ Weapons or items that may be used as weapons are not permitted on YMCA property, grounds, or during YMCA-sponsored activities, unless they are for specific program use or by law enforcement.
- ❖ Alcohol, illegal drugs, tobacco, vaping products, and misuse of substances are prohibited on YMCA premises and during programs.
- ❖ Appropriate attire and behavior are required at all times.
- ❖ Public displays of sexual affection or sexually explicit behavior are not permitted.
- ❖ Disruptive, unsafe, or destructive behavior is not allowed.

### *Youth & Vulnerable Populations*

All individuals share responsibility for protecting children and vulnerable persons:

- ❖ Serve as positive role models, recognizing the influence actions and words have on youth.
- ❖ Use only positive guidance techniques and avoid frightening, humiliating, or inappropriate discipline.
- ❖ Avoid unapproved one-on-one interactions that compromise safety or supervision standards.
- ❖ Comply with YMCA electronic communication and device policies.

### *Reporting & Accountability*

Anyone who observes unsafe, inappropriate, or concerning behavior must report it to YMCA leadership.

- ❖ The YMCA maintains zero tolerance for abuse and takes all reports seriously.
- ❖ Violations of this Code may result in disciplinary action, including suspension, termination, dismissal from programs, removal from facilities, or involvement of guardians or authorities, as appropriate.

## Section 2.00 Membership & Guest Information

### 2.01 Membership Categories

YMCA of the Black Hills recognizes the following Membership Categories:

- ❖ **Branch Members** (Liberty Center YMCA, Custer YMCA, Edgemont YMCA) have unlimited access to their Home Branch. Branch Members may access another YMCA of the Black Hills's location 1x per month with a Branch Membership
- ❖ **Association Members** (Rapid City YMCA) may access any YMCA of the Black Hills Branch Location at an unlimited number of times per month. Please see your Home Center for Association Membership rates.
- ❖ **Program Participants:** Access to facilities and services only in connection with registered programs; must check in at Member Services for each session.
- ❖ **Day Pass / Non-Member:** Short-term access by purchasing a Day Pass (branch-specific pricing).
- ❖ **Nationwide Members:** Must show a valid YMCA Membership Card or Mobile App for home branch and/ or photo ID that matches with information listed in the Nationwide Membership system. Nationwide agreement and verification must be completed prior to entering the facility at each YMCA of the Black Hills locations. Reciprocity is designed to be used for traveling YMCA members or for infrequent regional YMCA facility usage. Therefore, the YMCA of the Black Hills has placed a maximum of twelve (12) visits per calendar month for Nationwide and AWAY members. (Not to exceed 50% of their home YMCA check-ins). YUSA's recommendation are if they intend to live away from their home Y for more than 28 days, they need to transfer their membership and pay membership dues to the participating Y they are visiting; this Y then becomes their home Y while they are in temporary residence. Ideally, these members will place their membership on hold when they leave their home Y and, on their first visit to the Y in the new location, activate a new membership there.

### 2.02 Membership Types

The following Membership Types have been set by a Membership Cohort of the Board of Directors. See individual branch locations for their membership offerings. Association-wide memberships may not include all following membership types.

- ❖ Adult – any individual member ages 26 to 64.
- ❖ Young Adult – any individual member ages 18 to 25.
- ❖ Family – two adults and dependent children living in the same household. \*\* Address verification required
- ❖ One Adult Family – one adult and dependent children living in the same household.
- ❖ Household – Up to four adults and dependent children living in the same household. \*\* Address verification required
- ❖ Youth/Teen – any individual ages 6 to 17.
- ❖ One Adult Senior – any individual member ages 65 and older.
- ❖ Two Adult Senior – Any two members (one of which is 65 and older) living in the same household. \*\*Address verification required
- ❖ Single Service Member – any individual active-duty military member.
- ❖ Service Member Family – any two adults and dependent children living in the same household with at least one of the adults active-duty military member.

## 2.04 Address Verification

All documents presented for proof of residency must contain your name and current address. The following documents are acceptable for address verification:

- ❖ State issued identification card or driver's license.
- ❖ Current Student ID or Class Schedule
- ❖ Paycheck, stub, or earning statement with your employer's name and address.
- ❖ Utility bill for water, gas, electricity, or land-line telephone service. Includes cable and internet services.
- ❖ Mobile phone bill.
- ❖ Financial statements: bank statement for a checking, savings, money market or brokerage account; credit card statement or loan statement for auto, home, or personal.
- ❖ Medical billing statement from doctor or hospital.
- ❖ Service welcome letters including bank, credit card, utility, and others.
- ❖ Insurance documents for auto, health, and life: Documents may include welcome letters, billing statements, or explanation of benefits.

## 2.05 Membership Payment Policies

All memberships must be set up as a monthly bank draft or paid in full as an annual payment. Bank drafts must be sent through a savings account, checking account or a credit/debit card.

- ❖ All membership dues are non-refundable for any reason, including annual memberships that are paid in full.
- ❖ Membership dues are charged on the 1st of each month using the billing information provided.
- ❖ Should any payment not be honored by your bank or credit card company for any reason, you are responsible for that payment plus an additional Return Payment Fee.
- ❖ The YMCA reserves the right to terminate membership upon non-payment of fees.
- ❖ The YMCA Board of Directors may, at their discretion, adjust the monthly rate applicable to any category of membership. Members will receive at least 30 days' notice prior to any such change.

## 2.06 Non-Member Access Policies (Day Pass & Guest Pass)

All non-members are referred to as guests regardless of residency. The YMCA of the Black Hills recognizes any guest shall be treated as a member but that they may not have the same privileges as those who have a membership. Guest passes are provided as a limited promotional benefit and are not guaranteed. Availability may vary based on current organizational promotions and operational considerations.

- ❖ All guests 18 and older must present a valid state/government issued photo ID.
- ❖ Guests must complete a facility waiver prior to entry.
- ❖ Guests under 18 years of age must have a parent or guardian complete registration and guest waiver prior to entry.
- ❖ Guest(s) may use the same amenities as that of a member and are required to follow all YMCA member policies.
- ❖ Some activities require additional fees. Certain programs may also require advance session registration and drop-in participation may not be offered to guests.
- ❖ Guest Passes are non-transferable and are not redeemable for cash.
- ❖ Guest passes are not good with any other offer.
- ❖ Each individual may utilize up to (3) "Guest Passes", after which they will need to purchase a Day Pass.
- ❖ Day Pass fees are collected prior to use of the facility.
- ❖ Day Passes are non-refundable.

## 2.07 Membership Change or Cancellation Policy

- ❖ To terminate or change, including upgrades or downgrades of a membership type and billing changes, you must give the YMCA written notice before the 1st of the month prior to the draft you want to terminate or change. Any membership changes will go into effect with the next billing cycle.
- ❖ You may place your YMCA membership On-Hold or Cancel online by logging in to your YMCA member portal with your account details. From the membership dashboard go to manage membership and select the “On-Hold” or “Cancel” option. Follow the pop-up instructions to complete the change requests.
- ❖ Additional agreements and facility waivers may be required for certain membership changes to process fully.

## 2.08 Joiner Fee Information

A joiner fee is a one-time, non-refundable administrative fee paid when first signing up for a membership. This fee covers initial processing and supports facility operation, and it is usually required again if a membership lapses.

## 2.09 Membership On-Hold Policy

The YMCA of the Black Hills understands that there may be situations where members wish to place their membership On-Hold. As a member benefit, we do offer an option for a short-term membership hold up to 4 months, regardless of membership type. An administrative fee applies to all on-hold memberships, billed monthly on the 1<sup>st</sup> of the month. After four months, memberships will revert to their full billing rate unless the YMCA is notified in writing of intent to cancel membership privileges. You may place your membership on a short-term On-Hold up to four months one (1) time per calendar year. Placing a membership On-Hold can be done through a change request in person or online in their Member Portal.

## 2.10 Program & Services Payment Policies

Establish standards for payments of fee-based programs and services to ensure fair consistent practices for members, guests, and staff.

- ❖ Payment is required at the time of registration to secure enrollment in any program, lesson, league, or training package.
- ❖ Registration is processed on a first-come, first-served basis.
- ❖ Programs that may have limited capacity and waitlists may be used when applicable. There is no fee when joining a waitlist. If a spot opens, participant will be contacted in the order of the waitlist placement. Payment is required immediately upon acceptance.
- ❖ Cash, Credit/Debit Card, Checks, and facility credit or program voucher are acceptable forms of payment.
- ❖ Program and service fees are posted online, in facility brochures and/or at the point of registration.
- ❖ Pricing may differ for members vs. non-members.
- ❖ Some programs may require additional equipment, uniform, or supply fees, which will be disclosed at registration.
- ❖ Fees are subject to change at the facility’s discretion.
- ❖ Should any payment not be honored by your bank or credit card company for any reason, you are responsible for that payment plus an additional Return Payment Fee.

# Section 3.00 Program Refunds and Cancellations

## 3.01 Refunds

The YMCA of the Black Hills will issue a refund only under the circumstances outlined in this policy. No other refunds will be granted.

- ❖ If a payment has been made that exceeds the amount due the overpayment or excess payment may be refunded.
- ❖ Certain cancellations as described in Section 3.02
- ❖ Refunds or credits may be considered for documented medical conditions, military relocation, or extraordinary hardships.
- ❖ Requests must be submitted to the program director for review.
- ❖ Approved refunds may be prorated based on participation or remaining program length.

## 3.02 Program Cancellations

### *Participant Initiated Program Cancellation*

- ❖ If you withdraw from a program prior to a week before the start of the program, a YMCA of the Black Hills credit or refund will be issued minus a \$5 transaction fee.
- ❖ If you withdraw from a program during the first week of the session and your first class has occurred, you will be issued a prorated credit minus a \$5 transaction fee. No refund will be issued.
- ❖ No credit or refund will be issued after the first week of the session has been completed.

### *YMCA Initiated Program Cancellation*

If the YMCA of the Black Hills cancels a program due to low enrollment or other reason, you may transfer to another program, receive a full refund, or be issued a credit.

### *Missed Classes*

There are no refunds. The YMCA of the Black Hills will not offer refunds, credits, or make-up classes for individual classes missed or canceled due to inclement weather, building closure, or a state of emergency beyond our control.

### *Facility Or Equipment Repairs*

YMCA of Rapid City does not offer credits, refunds, or other compensation due the closure of a part of the facility due to repairs, staffing, or equipment replacement.

# Section 4.00 Facilities and Programs

## 4.01 Operations Hours and Member Expectations

Hours of operations shall be posted and set clear expectations for member access, facility readiness and closing procedures. This ensures a safe, orderly, and consistent experience for all. This policy applies to all areas of a facility. Program-specific hours (e.g., pools, courts, café) may differ and will be communicated separately through signage, email, mobile app, and/or website.

A facility may temporarily close or modify operational hours for maintenance, weather conditions, emergencies, or special events. Notification of such changes will be provided as soon as practicable. Hours of operation may vary across YMCA of the Black Hills locations.

### *Member Expectations*

- ❖ Entry Prior to Opening: Members and guests may line up outside prior to opening; however, entry into the facility is not permitted before the posted opening time.
- ❖ Departure at Closing: Members and guests must exit the building by the posted closing time to allow staff to secure and prepare the facility. Program-specific areas may close earlier; members are expected to follow all posted area-closing times.
- ❖ Staff may deny entry prior to opening and may request that members or guests depart at closing in order to uphold safety and operational standards.

## 4.02 Check-In Procedure

- ❖ YMCA of the Black Hills Members must scan in using the YMCA App, YMCA Membership Card, or may check in with a photo ID to gain access to the facility.
- ❖ All program participants must check in at Member Services prior to each program session. Participants may be required to sign in and out using the official registration roster.
- ❖ Non-Members may access the YMCA of the Black Hills facilities by purchasing a Day Pass. Day Pass pricing is determined by each Branch.

## 4.03 Age Restriction Policy for Facility Use

To ensure the safety and well-being of all members, the following age guidelines apply to the use of our Wellness/Fitness Centers, Gymnasiums, Racquetball Courts, and Pools:

### *Wellness/Fitness Centers*

- ❖ Ages 12 & Up: May use weights and cardio machines independently.
- ❖ Ages 10–11: May use the fitness center only after completing the Youth Wellness Center Orientation and must be directly supervised by a parent or guardian, with the exclusion of free weights.
- ❖ Ages 9 & Under: Not permitted in the fitness/wellness center.
- ❖ Wellness Center Orientations are recommended for all members unfamiliar with equipment and may be required when safety or behavioral concerns are identified.
- ❖ Youth Wellness Center Orientations are strongly recommended for youth who have not yet entered high school and may be required when safety or behavioral concerns are identified.

### *Gymnasiums & Racquetball Courts*

- ❖ Ages 12 & Up: May use gymnasiums and racquetball courts when available.
- ❖ Ages 9–11: May use gymnasiums with parental permission and an individual aged 18+ present in the

building.

- ❖ Ages 8 & Under: Must be directly supervised by a parent or guardian at all times while in gymnasiums or racquetball courts.

### *Pools*

- ❖ Ages 12 & Up: May be in the pool area unsupervised.
- ❖ Ages 9–11: May be in the pool area unsupervised if a guardian is present within the facility; unsupervised with completion of a swim test (see Section 4.08 Aquatics).
- ❖ Ages 6–8: Must be accompanied by a parent or guardian actively supervising them in the pool area at all times.
- ❖ Ages 5 & Under: Must be accompanied by a parent or guardian in the water and within arm's reach at all times.

## 4.04 Locker Rooms and Shower Facilities

### *General Guidelines*

- ❖ Secure your belongings. The YMCA is not responsible for lost, damaged, or stolen items. Bring workout essentials and leave valuables at home.
- ❖ Participants using the locker rooms must provide their own locks.
- ❖ Personal padlocks left on lockers overnight will be removed.
- ❖ Stay hydrated with water. No food or drinks (other than water) in the locker room.
- ❖ Use of cell phones in any manner or any electronic devices is prohibited.

### *Family/Private Locker Room*

The Family/Private Locker Room is reserved for adults with children and those requiring private changing rooms.

- ❖ Please utilize the private changing rooms to change and shower.

### *Girls' Locker Room*

- ❖ Girls under age 18 must use the Girls' Locker Room.

### *Boys' Locker Room*

- ❖ Boys under age 18 must use the Boys' Locker Room.

### *Women's Locker Room*

- ❖ Women's Locker Room is only for females ages 18 and older.

### *Men's Locker Room*

- ❖ Men's Locker Room is only for males ages 18 and older.

## 4.05 Child Watch

### *General policies*

- ❖ Parents or legal guardians must always remain in the YMCA facility while their child is in Child Watch.
- ❖ Must have a Family membership to utilize this service.
- ❖ May be used for a maximum 2 hours per day.
- ❖ All applicable fees are collected prior to utilizing Child Watch services. Fees may vary by locations.
- ❖ Child Watch has limited availability and is on a first-come, first-served basis.
- ❖ Age restrictions apply and vary by location.

## 4.06 Wellness Center

In addition to the universal code of conduct, Wellness Center users must follow the bullet points below to maintain a safe, respectful and effective fitness environment for all members and staff.

- ❖ Be respectful of all Y staff and fellow members.
- ❖ Wear proper workout attire appropriate for a family-friendly environment.
- ❖ Refrain from phone conversations while in the Wellness center.
- ❖ Unauthorized photography or video recordings are not permitted.
- ❖ Multiple set users must allow single set users to work in.
- ❖ Wipe down all equipment, pads and grips after use.
- ❖ Return all equipment to its designated storage area or rack.
- ❖ Avoid dropping or slamming weights on the floor.

## 4.07 Group Exercise

Group exercise classes are offered to support wellness, community, and fun. To protect the experience of all participants please review the following information.

### *Eligibility*

- ❖ Classes are for ages 12 and up unless otherwise stated.
- ❖ Family Fitness classes are available for ages 3 and up when accompanied by a parent or guardian.

### *Participation*

- ❖ Sign-ins are required. Enrollment is taken monthly for all classes.
- ❖ Classes may be adjusted or removed from the schedule due to low participation.
- ❖ We recommend participants consult a physician before starting a new exercise program.
- ❖ Inform the instructor before class of any health issues relevant to participation.

### *Classroom Behavior*

- ❖ Allow the previous class to finish before entering the studio.
- ❖ Arrive on time; warm-ups are essential for safety and injury prevention.
- ❖ Silence or turn off cell phones, personal music devices, and similar items.
- ❖ Exercise at your own pace and listen to your body; ask an instructor if unsure.
- ❖ Follow the instructor's program—doing your own routine is disruptive.
- ❖ Respect others' personal space and keep conversation to a minimum.

### *Equipment & Safety*

- ❖ Wear clean, indoor-only workout shoes in the studio.
- ❖ Bring a water bottle; keep all plastic bottles at the outer edges of the room.
- ❖ No food is permitted in the studio.
- ❖ Weights (hand or ankle) may not be used during the aerobic portion of class unless directed by the instructor.
- ❖ Do not remove equipment from the studio unless instructed.
- ❖ Return all equipment (steps, weights, mats, etc.) to the proper storage location.
- ❖ If you must leave early, notify the instructor before class begins.

## 4.08 Aquatics

### *General Rules*

- ❖ Users with open wounds or communicable diseases are not allowed to participate in aquatic facility activities.
- ❖ Food, drink, and gum are not permitted in the pool.
- ❖ Shower before entering body of water and after the use of toilet facilities.
- ❖ Running and rough play are not permitted.
- ❖ Animals are not permitted in water areas.
- ❖ Diaper changing on the pool deck is prohibited.
- ❖ Glass and other breakable items are prohibited in aquatic area.

### *Swim Safety*

- ❖ The Lifeguard's word is final.
- ❖ Swimmers under the age of 12 who wish to swim in the deep end must pass a swim test.
- ❖ YMCA Lifeguards may test the swimming competency of any swimmer at any time.
- ❖ Non-swimmers of any age are not permitted in the deep end.
- ❖ Diving is only permitted in designated areas.
- ❖ Breath-holding activities are not permitted in YMCA pools.
- ❖ Flotation devices must be U.S. Coast Guard approved; inflatable devices are not allowed.
- ❖ Children who require assistance or a flotation device must have an adult within arm's reach, and not in water deeper than the adult's chest.
- ❖ Proper swim attire must be worn at all times.
- ❖ Street shoes are not permitted on the pool deck.
- ❖ Unauthorized photography is not permitted.
- ❖ Children who are not toilet trained are required to wear a swim diaper covered by a tight topped suit or plastic pants.

### *Steam Room Rules*

- ❖ Shower before entering the steam room and using toilet facilities.
- ❖ Do not adjust the heating or cooling controls.
- ❖ Scented oils or similar products are not permitted.
- ❖ Shaving and personal grooming is not permitted.
- ❖ Exposure to high temperatures may be hazardous. Consult a physician before use if needed.
- ❖ Pregnant women, elderly persons, and those with heart disease, high or low blood pressure, or diabetes should avoid exposure to high heat and humidity.
- ❖ No food or drink allowed.
- ❖ The YMCA strongly recommends that members do not use the steam room without supervision or another person present.
- ❖ Proper swim attire required.

### *Spa Rules (Whirlpool)*

- ❖ Elderly people and people suffering from heart disease, high or low blood pressure, or diabetes should not enter the whirlpool.
- ❖ Pregnant women should consult their physician before using the whirlpool.
- ❖ Lengthy exposure be hazardous to health and may cause nausea, dizziness or fainting.
- ❖ No Lifeguard on duty.
- ❖ Shaving and personal grooming are not permitted in the whirlpool.

- ❖ No diving.
- ❖ Proper swim attire required.

### *Swim Test*

Any YMCA lifeguard may require a swim test of all youth and adults whose swimming ability is in question before allowing them to enter water that is deeper than their armpits. The YMCA of the Black Hills uses a standardized system to identify or mark patrons according to their demonstrated swimming ability, including non-swimmers. These visible markers help patrons and staff easily understand any restriction on pool use.

A sample swim test is recommended by YUSA.

Deep water test consists of the following: First ask the patron to swim across the shallow end of pool. If successful have them move to the deep end. Jump into water that is over the patron's head and return to the surface. Swim one pool length (25 yards) unassisted and without rest. Swimmer must maintain positive body position (legs should not drop past 45 degree angle) for the entire distance. Start swimmers at the deep end and travel to the shallow end (if they tire they may be able to stand). Tread water for one minute, turn on their back, float briefly, then swim (either on front or back) to the side and exit the pool. You may not swim under water and the stroke must be strong.

All YMCA of the Black Hills pools may adjust this test based on specific facility features or safety considerations.

### *Waterslide*

Waterslide use is determined by height, not age. The manufacturer's required minimum height to use the slide is 48 inches. In addition to height, a patron's swim level may also be used to determine eligibility to use the slide, depending on safety needs and pool design.

## 4.09 Café

The café is to provide a welcoming, safe, and enjoyable café experience for everyone. In addition to the general code of conduct, please follow these guidelines:

- ❖ Food and beverage purchased in the café are intended for on-site consumption, unless otherwise stated.
- ❖ Outside food and beverages are discouraged unless approved by YMCA staff.
- ❖ Please follow portion limits or meal guidelines when meals are part of a program or service. Café staff reserves the right to limit quantities during high-demand periods.
- ❖ Dispose of trash in designated containers. Return trays, dishes, and utensils to the appropriate area. Notify staff of any messes or safety concerns.
- ❖ Consumers should remain seated while eating. No running or horseplay is allowed.
- ❖ Please inform staff of any food allergies or dietary restrictions before ordering. We will do our best to accommodate, but we cannot guarantee an allergen-free environment.
- ❖ Payment is required at the time of service unless otherwise approved by Staff.
- ❖ Prices and menus are subject to change.

## 4.10 Weather-Related Closing Policies

In the event of inclement weather, the Y will make every effort to continue services at our branches and throughout our programs. However, in certain conditions, when safety becomes a concern, branch closures and program cancellations may be necessitated.

- ❖ The YMCA will make every effort to remain open even if other area business including the local school district is closed.

- ❖ If we need to close our buildings or cancel programs, our primary source of communication will be our social media pages. Additionally, information on the closure may be found on our website, local news outlets, and mobile app. An email may also go out to active members or currently enrolled program participants.

## Section 5.00 Additional Policies

### 5.01 Dress Code

Please promote our core values of caring, honesty, respect, and responsibility when engaging with fellow members. We want all our members, program participants, and guests to feel safe and comfortable while in our facility.

- ❖ Clothing must be activity-appropriate, not cause a safety hazard, and provide adequate coverage suitable for a family-friendly environment. For instance, appropriate swimwear must be worn in the pool, closed-toe athletic shoes with non-marking soles must be worn in the gym and in the Fitness Center.
- ❖ Clothing or accessories with offensive images or language, such as profanity, hate speech, or pornography are not permitted.
- ❖ Clothing or accessories that suggest, display, or reference drugs or related paraphernalia, or other illegal conduct or activities are not permitted.
- ❖ Members and staff should understand that they are responsible for managing their own personal expectations without regulating individual members' clothing/self-expression.

### 5.02 Swim Attire

Our facility welcomes swimmers of all ages and backgrounds. Swim attire must support safety, hygiene, and family-appropriate standards while respecting individuals' dignity and self-expression.

- ❖ Proper swimwear is required in all pools, spas, splash area, and on decks.
- ❖ Swimwear must be clean, secure-fitting and made for aquatic use. (e.g. nylon, polyester, spandex, LYCRA).
- ❖ Attire must provide adequate coverage for a family environment; transparent or see-through materials are not permitted.
- ❖ Footwear: barefoot or pool-appropriate footwear (non-slip water shoes/sandals) only on deck; street shoes are restricted to designated spectating areas only.
- ❖ Cotton t-shirts, denim, and loose streetwear are not permitted in pools because they can shed fibers, impede filtration, and create safety hazards.

### 5.03 Guidelines for Code of Conduct Violations

All participants, members, and non-members are expected to always adhere to the YMCA Code of Conduct. Any behavior that violates this Code, whether through misconduct, unsafe actions, harassment, misuse of facilities, or any other prohibited conduct, may result in corrective action as determined by YMCA leadership. Corrective actions may include verbal or written warnings, suspension of privileges, removal from programs, termination of membership or employment, or referral to law enforcement when warranted. Where applicable, certain programs governed by licensing, regulatory requirements, or specialized standards may have additional guidelines that supplement this handbook, and staff will refer to and enforce those program specific policies as applicable. The YMCA reserves the sole discretion to determine the nature, severity, and consequences of any violation to ensure the safety, integrity, and well-being of all individuals and YMCA property.

## 5.04 Consumer Safety Manual

The YMCA of the Black Hills maintains a comprehensive Consumer Safety Manual that outlines our organization's policies and procedures for preventing, identifying, reporting, and responding to red-flag behaviors and potential abuse involving youth and vulnerable adults. This manual serves as a key governance document and guides how the Y ensures safety, compliance, and strong protective practices across all programs. It is aligned with nationally recognized Praesidium standards and other best-practice expectations to strengthen our ability to maintain a safe environment for all. Members may refer to the Consumer Safety Manual for additional information on the Y's safety expectations, reporting processes, and protective guidelines.

## 5.05 Service Animals

A service animal is permitted on YMCA property and within YMCA buildings unless the use of a service animal would result in a fundamental program alteration or jeopardize the safe operation of the YMCA. A service animal must have been trained as a service animal in the work or tasks directly related to the person's disability. Individuals are permitted to bring a service animal in all areas of the YMCA. Due to pool code, service animals may not enter the pool and must remain on the deck.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents him or her from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls.

The YMCA may ask:

- ❖ Is the animal required because of a disability?
- ❖ What work or task has the animal been trained to perform?

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA, and therefore are not allowed in our facility. Pets and all other species of animals or dogs that are not service animals are not allowed in our facility.

## 5.06 Breastfeeding

The YMCA of the Black Hills supports and encourages mothers who wish to breastfeed throughout our programs and facilities. It is important to remember that in every state breastfeeding in public places is permitted and protected by law (SDCL 25-5-35). Even though our YMCA has areas designated specifically for breastfeeding, the law provides that mothers may breastfeed wherever they chose in the facility and on the grounds.

## 5.07 Electronic Devices

Any use of electronic devices is prohibited while in all locker rooms and restrooms.

- ❖ When using an electronic device in YMCA program areas, the below expectations must be met:
  - Pictures and videos should only be of individuals in the member's party.
  - Do not take pictures of other program participants.
  - If staff feel this is being abused, members may be asked to stop and delete any pictures and/or videos.

## Section 6.00 Acknowledgements

### 6.01 Universal Code of Conduct (Section 1.01 on page 6)

Participation in YMCA facilities, programs, or activities signifies agreement to follow this Universal Code of Conduct and all applicable YMCA policies. The YMCA reserves the right to enforce these standards to protect the safety and well-being of the entire YMCA community.

### 6.02 Sex Offender

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel a membership, end program participation, and remove facility visitation rights.

### 6.03 Membership Payment agreement

YMCA of the Black Hills Memberships are not transferable or refundable. If you are on a bank draft for your membership payment, all changes or cancellations must be made by the last day of the month to take effect for the following month.

### 6.04 Authorization for Automatic Payment and Returned Payment Fee

I authorize the YMCA of the Black Hills to initiate monthly charges to my bank account or credit card institution for payment of my YMCA membership and/or program fees due under the Monthly EFT Plan. The YMCA of the Black Hills, at its discretion, may adjust the monthly rate applicable to my membership category and it will notify me at least 30 days in advance. I authorize my financial institution to honor these charges to my account. I authorize the YMCA of the Black Hills to continue monthly charges based on the changed membership and/or program fees.

This authorization is to remain in effect until terminated by me. Until the YMCA receives and has had a reasonable time to act on such notice, the YMCA shall be fully protected in honoring any charge by the YMCA of the Black Hills against my account named on the front. I agree to notify the YMCA of any changes and/or cancellations by the end of the month, to take effect the following month. I understand that there are no refunds on membership dues.

### 6.05 Photograph and Footage Release

I hereby agree that the YMCA may photograph or capture footage of me or members of my household at the YMCA or on any affiliated YMCA property, and the YMCA of the Black Hills and the affiliate branches and YMCA of the USA may use those photographs or footage for its marketing purposes and further agree to release to both the YMCA and affiliates from claim or liability related to that use; waiving all claims for myself, my household, my child and any heirs or next of kin.

### 6.06 Membership Assumption of Risk and Release

By participating in the YMCA Nationwide Membership Program, I agree to release the National Council of Young Men's Christian Association of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico, from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law. In consideration of my participation in any and all facilities, programs and activities

associated with the YMCA of the Black Hills, I do hereby agree that all such participation undertaken by me and/or my child(ren) are at my (our) sole risk, and shall hold free from any and all liability the YMCA and its respective officers, employees, volunteers and members, and do hereby for myself, my heirs, assigns, executors, and administrators, waive release and forever discharge any and all rights and claims for damages which I may have or which may hereafter accrue to me arising out of or connected with my participation in the YMCA of the Black Hills. I understand that use of YMCA facilities and equipment and participation in YMCA programs and activities has inherent and unanticipated and known risks and dangers that may cause injuries or death, such as slips, fall or other accidents. I expressly assume all risk of injury or death that may be sustained during my and/or my child(ren)'s use of YMCA facilities and equipment and participation in YMCA programs, including those caused or contributed by the acts or omissions of the YMCA or its officers, employees, volunteers, members, defects in facilities and equipment, the negligence of others and/or my child(ren)'s own negligence and misuse. I understand that the YMCA does not provide accident insurance and that any and all injuries incurred by me and/or my child(ren) are my financial responsibility and not that of the YMCA. I further consent to emergency treatment and/or emergency transportation in the event I and/or my child(ren) require such treatment and/or transportation as determined by YMCA personnel.

#### 6.07 Day Pass/Guest Waiver

In consideration of my participation in any and all programs and activities associated with the YMCA of the Black Hills, I do hereby agree that all such participation undertaken by me, and/or my child(ren) are at my (our) sole risk, and shall hold free from any and all liability the YMCA and its respective officers, employees, volunteers and members, and do hereby for myself, my heirs, assigns, executors, and administrators, waive release and forever discharge any and all rights and claims for damages which I may have or which may hereafter accrue to me arising out of or connected with my participation in the YMCA of the Black Hills.

I understand that use of YMCA facilities and equipment and participation in YMCA programs and activities has inherent and unanticipated and unknown risks and dangers that may cause injuries or death, such as slips, falls or other accidents. I expressly assume all risk of injury or death that may be sustained during my, and/or my child(ren)'s use of YMCA facilities and equipment and participation in YMCA programs, including those caused or contributed by the acts or omissions of the YMCA or its officers, employees, volunteers, members, defects in facilities and equipment, the negligence of others and my, and/or my child(ren)'s own negligence and misuse. I understand that the YMCA does not provide accident insurance and that any and all injuries incurred by me, and/or my child(ren) are my financial responsibility and not that of the YMCA. I further consent to emergency treatment and/or transportation in the event I, and/or my child(ren) require such treatment and/or transportation as determined by YMCA personnel. The YMCA conducts regular sex offender screenings on all members, participants, and guests. The YMCA reserves the right to cancel membership, end program participation and remove visitation access for anyone registered as a sex offender.

For my participation in activities to be conducted by YMCA of the Black Hills and/or YMCA of the USA (collectively "the Y"), and collaborating third parties, I consent, now and for all time, to the making, reproduction, editing, broadcasting, or rebroadcasting of video film or footage of me, soundtrack recordings of me, photo reproductions of me, and any narrative account of my experience.

My consent includes a perpetual license to the Y and collaborating third parties for the use of the materials for publication, display, sale or exhibition in promotions, advertising, education, and commercial uses. Use includes

reproductions in any form and media currently existing or later conceived, adaptations and/or revisions, throughout the world in perpetuity. I agree that my consent is irrevocable. I hereby release and discharge the Y and collaborating third parties, from all claims, actions, lawsuits or demands of any kind arising out of my consent, license grants, uses, or the shared uses of any works or materials referenced herein. I have read this release and waiver; I understand it and I agree to it voluntarily.

## 6.08 Damage to YMCA Property

In consideration of my participation in any programs, activities, or use of facilities operated by the YMCA of the Black Hills, I hereby acknowledge and agree that I shall be fully responsible for any damage to YMCA property resulting from my actions, negligence, or misuse. Any costs, repairs, or replacement expenses arising from damage I cause—excluding ordinary and reasonable wear and tear—shall be borne solely by me, and I agree to reimburse the YMCA of the Black Hills upon demand for all such costs.