



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



MEMBERSHIP HANDBOOK

The YMCA of Klamath Falls

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Welcome to The YMCA of Klamath Falls!

Our YMCA is a private, not-for-profit organization. It is the policy of the Association to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, status as a disabled veteran, or financial circumstances: without discrimination. We provide programs, services, and opportunities for fellowship with others that broaden people's life experiences and help individuals reach their fullest potential. Our YMCA programs encourage physical fitness, social development, intellectual growth, and spiritual strength.

Our Mission

The mission of The YMCA of Klamath Falls is to put Christian principles into practice for all by promoting youth development, encouraging healthy living, and practicing social responsibility.

YMCA Membership and its Privileges

Your YMCA membership is unique. You are not just a member of a "health club"; you are now a member of an international movement. Today, YMCAs are collectively the largest not-for-profit community service organization in the United States. YMCAs are for people of all faiths, races, ages, abilities, and incomes. Nobody is turned away for inability to pay. YMCAs are at the heart of community life in America: 42 million families and 72 million households are located within three miles of a YMCA.

Facility Hours

Monday-Friday: 5:00 am – 8:00 pm

Saturday: 8:00 am – 5:00 pm

Facility Closures

New Year's Day (early closure on New Year's Eve)

Easter

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas Day (early closure Christmas Eve)

Other closures may occur during the year for building maintenance or improvement. We will typically close the pool for one to two weeks for maintenance, cleaning, and general repair. Membership dues are not pro-rated for closures; closures are considered when calculating dues.

Your membership at The YMCA of Klamath Falls includes the following:

- Access to cardio and weight rooms with a personal training session
- Fitness classes
- Indoor heated pool (with lap swim, open swim, family swim, and water exercise classes)
- Dry sauna
- Basketball Gymnasium
- Use of Child Watch services
- Reduced fees for:
 - Sports Programming
 - Swim Lessons
 - Preschool & Pre-K Programs
 - After School Programs
 - Summer Day Camp
 - Youth Sports & more!

Nationwide Membership Program

The Klamath Falls YMCA is a participant in the YMCA Nationwide Membership Program. With Nationwide Membership, members can visit any participating Y in the United States and Puerto Rico through membership at their home Y at no

additional cost. As a member of the Y, you are automatically enrolled in this program (some restrictions may apply). For further information, please see our Member Services Counter.

Traffic Flow and Speed Limit

There is no two-way traffic in the driveway except at entry. Please follow the directional arrows on the pavement. Drivers must adhere to the 15mph speed limit for the safety of our members, guests, and the children we serve.

Lost & Found

The YMCA is not responsible for lost or stolen items, and it is highly recommended that you do not bring valuables to the Y. Each member is responsible for their belongings. If you find a lost item or are looking for one, check at the Member Services Counter or the Aquatic office.

For your protection, do not take valuables into the locker room. All lockers are for day use only – no overnight use permitted. For your convenience, lockers are also available outside the weight. Locker room lockers are available for day use or rented for a monthly fee.

Facility Membership

The Y is a full-privilege membership that enables you to utilize the YMCA facility and select programs and services, many at no additional charge.

We do not offer a separate rate for specific areas of the facility, such as the swimming pool.

Your YMCA Membership is non-transferable and non-refundable.

Membership Eligibility

Membership in The YMCA of Klamath Falls is open to any individual who subscribes to the goals, policies, and purpose of this Association, regardless of race, creed, religion, age, gender, financial status, or disability. Children under 16 must have an adult on the membership with them.

Joining Fee

New members pay a joining fee of \$50.00. Past members will not be asked to pay a joining fee again if they renew their membership within 60 days of their expiration date.

Membership Types

Memberships can be monthly (by auto-draft from your checking, savings, or credit card account), quarterly, or annual. Quarterly (3 months) and annual memberships begin on the first of the month. Quarterly and annual memberships can be started on any day of the month by paying a pro-rated amount plus the amount due for the term of membership.

Monthly memberships draft on the 1st or the 15th of the month (the member at sign-up chooses the date) and can be started on any day of the month with a pro-rate to the first draft date.

Membership Cancellation

Requires written notification and will take effect the month following notification. Memberships are non-refundable and non-transferable, and a member is considered as such and is liable for dues until the written cancellation request is received. Members utilizing the monthly auto-draft payment plan may cancel their membership by completing a Membership Cancellation Form 30 days before the next scheduled auto-draft. Members with quarterly or annual memberships must give notice upon receipt of their quarterly or annual billing statement.

Program Cancellation

Program enrollment is based on staff/participant ratios to ensure a safe, quality program for your enjoyment. The program fee balance can be transferred or refunded if notice is received 15 days before the start of the program. No transfers or refunds of fees will be granted within 14 days of the beginning of the program. Cancellation due to illness of sufficient seriousness to require withdrawal with the advice of a physician will result in a credit good for one year from the program date. Participants who violate stated YMCA policies will be dismissed with no refund or credit of program fees. If, for any reason, you are unable to attend the scheduled session, please notify the YMCA Member Services Staff immediately. We appreciate your commitment to the program(s).

Membership Hold

Memberships may be placed on hold for medical purposes only, and documentation by a medical professional may be required when a member wishes to place a medical hold on their membership. A membership "hold" may not exceed four (4) months in a calendar year.

Membership Changes

The primary member on any membership unit can add or remove members from the member unit upon submitting a completed Membership Change Form. Only those who live in the same household as the primary member may be included in the membership. At times, proof of residence may need to be presented before approving additional members in any unit. Frequent requests for changes may require a meeting with the Membership Director. When adding a member, a pro-rate to the next draft date will be collected at the time of the member addition.

NSF Policy

If for any reason, your bank or credit card institution refuses to honor a monthly auto-draft payment, the membership is considered void immediately. A membership may be reinstated only after payment of all fees and current dues. A \$25 NSF fee is incurred for failed membership drafts and any fees your banking institution may charge for overdrafts/non-sufficient funds.

Members are responsible for notifying the YMCA of any changes in membership information, including draft information, 30 days before the next auto-draft date.

Child Watch

Our child watch service is primarily for children 3- 12. Child Watch is a free membership privilege with a family membership. Visits are limited to 2 hours at maximum. Please respect the health of all the children and do not bring in a sick child. We cannot accept sick children. This service is for parents who remain in the building. Please be aware that child watch may close up to 45 minutes early when no children attend.

- Parents must check in/check out their child(ren). They will be required to present their membership card at check-in.
- Non-members who wish to use the Child Watch services will pay \$2 for the first child and \$1 for each additional child for up to two hours, dependent upon availability. Receipt of payment must be presented to Child Watch staff at sign-in.
- Child Watch staff does not change diapers. Parents will be summoned should a diaper change be necessary or if the child is crying and cannot be calmed in a reasonable amount of time.
- The YMCA reserves the right to refuse access due to capacity issues or illness of the child(ren).

Welcome to All Scholarship Program

The YMCA of Klamath Falls aims to provide services for anyone who desires to participate. Those unable to pay the total fees may be awarded assistance based on their demonstrated need and the YMCA's ability to support the scholarship. Scholarships are made possible through contributions to the YMCA.

Members receiving financial assistance need to be aware that a failed auto-draft for the monthly membership fee may jeopardize their financial assistance eligibility. The YMCA will help those who qualify as long as funds are available.

Credits and Refunds

Membership

Membership fees are non-refundable and non-transferable.

Programs

- Program fees are non-refundable unless the YMCA cancels the program.
- If there is a documented medical reason for non-participation or a severe hardship that results in non-participation in a program, a refund request must be submitted to The YMCA of Klamath Falls in writing within 15 days of the start of the program on the Refund Request Form. The Y will review the written request and any supporting documentation (i.e., the required physician's statement, if applicable).
- Approved refunds may be applied as system credits or paid by check.
- Any approved refunds may be subject to pro-rating and a processing fee.
- Allow at least ten (10) business days from the date of written request submission for processing.

Code of Conduct

The YMCA of Klamath Falls is committed to providing a positive, safe, family-friendly, and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately when they are in our facility or participating in our programs.

We expect persons using the YMCA to behave maturely and responsibly and to respect the rights and dignity of others. Our Code of Conduct does not permit language or any action that can hurt or frighten another person, nor does it allow any behavior that falls below the generally accepted standard of conduct based on our YMCA Core Values of caring, honesty, respect, and responsibility. Any member who violates any of the YMCA's ideals, values, and mission or otherwise is disruptive or endangers the safety of others may be suspended immediately from the premises. It may be sanctioned up to and including membership termination without further notice and without reimbursement for any fees previously paid.

These values are demonstrated by:

- Speaking in respectful tones
- Refraining from the use of vulgar or derogatory language
- Dressing appropriately, refraining from wearing revealing or offensive attire
- Respecting others by refraining from intimate behavior in public
- Respecting the property of the YMCA and its staff, members, and guests
- Creating a safe, caring environment free of weapons, alcohol, and illegal drugs
- Participating in programs to build a healthy spirit, mind, and body

Discrimination and Harassment

It is the policy of the Association to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, status as a disabled veteran, or financial circumstances: without discrimination.

Swearing, Abusive or Foul Language

Respect for the rights and sensitivities of others is an essential element of maintaining a positive atmosphere at the YMCA. Swearing, abusive or foul language is never appropriate and is not tolerated and can result in termination of membership.

Inappropriate Behavior or Communication

Although emotions can become heated during athletic contests and other YMCA activities, fighting, taunting, and other confrontational behaviors are unacceptable. Any behavior or communication that is disrespectful, rude, disruptive, threatening, or intimidating is inappropriate and can result in termination of membership.

Weapons or Other Dangerous Objects

Members are not permitted to bring onto the premises or have in their possession while engaging in any YMCA activity any firearm, stun gun, knife, or any other dangerous object or substance that may be used to harm the member or another person.

Illegal Substances or Conduct

Members are not permitted to possess, accept, distribute, engage in, or be under the influence of alcohol or any illegal substance while on the premises of the YMCA or participating in any YMCA-sponsored activity. Likewise, members are not permitted to engage in unlawful conduct (including but not limited to theft) while on or off YMCA premises or while participating in YMCA-sponsored activities.

No Smoking Policy

The YMCA of Klamath Falls is dedicated to health enhancement. The facility and grounds are non-tobacco areas. The use of tobacco in any form is not allowed, and E-cigarette use is also prohibited or acceptable in the facility or on the grounds.

Limited Resources

The YMCA may impose limits on excessive resource usage by members. The Y can place limitations on hot water usage, parking time, number of visits per day, use of equipment, wi-fi in the lobby, etc.

Safety; Misuse of Facilities and Equipment

Members are expected to treat facilities and equipment with respect. Misuse of equipment or facilities or facility policies is prohibited. Members are required to engage in safe conduct.

Rules of Use and Staff Instructions

Members are required to comply with established standards of use and behavior for YMCA premises and YMCA-sponsored activities. Facility use for Y-members is on an individual basis only, and Non-YMCA-employed trainers, instructors, or therapists are prohibited. Members are also required to comply with requests or instructions of YMCA staff while members are on YMCA premises or participating in YMCA-sponsored activities.

Right of Refusal

Our membership policy provides for the denial of membership to an applicant or the termination of a member whose conduct is inconsistent with the YMCA's Standards of Conduct, values, and mission. 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 membership, end program participation, and remove visitation access.

Child Supervision

Children under age 14 must be under the direct supervision of a parent or guardian in all areas of the facility or be registered and participating in a supervised YMCA program activity. Children are not permitted in the weight room, studios, or cardio areas for their safety unless they participate in a scheduled instructor-guided activity. Additionally, they may not wait unaccompanied in a program area, the locker room, or the pool area.

Food and Beverages

Food, drink (except bottled water) or food are not permitted workout areas, locker rooms, or basketball court area unless a sanctioned YMCA program, event, or facility rental.

Dogs/Domestic Animals

Unless a dog or other domestic animal is a trained service animal, it is not permitted in the building past the lobby area. Dogs are also not permitted on the soccer fields, playground circle area, or outdoor recreation areas.

Attire

The YMCA is a family organization. Members and program participants are expected to wear clothing appropriate for the activity, and the attire may not be overly revealing or offensive to the general membership. This includes, but is not limited to, any attire that displays offensive, vulgar, and/or obscene material.

Shirts and shoes are required for everyone in the building. Sports- or fitness-type bras must be covered by a shirt.

Fitness Areas: Street clothes, sandals, and hard-soled shoes are unsafe for working out.

Basketball Court: Athletic shoes must be worn at all times, and shirts are required.

Swimming Pool: Swimsuits are to be worn in the pool but may not be worn in other areas of the facility unless covered with appropriate outer clothing. Wet swimmers are not allowed in any area of the facility except the pool, pool deck, and locker rooms.

Cell Phone/Camera Usage

Out of common courtesy, we ask that members and guests refrain from cell phone use at the front desk or in other areas where it may prevent others from completing their business or interfere with programs or other activities.

The facility does not allow unauthorized camera usage (photo or video). If you wish to take photographs within the facility, you must obtain permission to contact a management staff member.

Lockers

Lockers are available for your use during your visit to the YMCA. We strongly advise using locks to protect your items, as the YMCA is not responsible or liable for damaged, lost, or stolen articles.

Lockers can be rented monthly or used without charge for single day-use. In either case, you must supply your padlock.

Locker Rental Fees:

Men's Lockers: \$10 month

Women's Lockers (large): \$15 month

Women's Lockers (small): \$5 month

Those who rent lockers accept the responsibility for paying the monthly rental fee and keeping that payment current. The YMCA of Klamath Falls maintains the right to remove the lock and locker contents.

Inclement Weather and Emergency Closures

In the case of severe weather (heavy snow, electrical storms, or outages, etc.), some or all the facility may be shut down for the safety and welfare of members, guests, and staff. It is impossible to predict such closures in advance, and we desire to remain open and available to members during all scheduled facility hours.

Insurance

The YMCA of Klamath Falls will provide the safest programs possible. Members and non-members participate at their own risk, whether inside or on the facility grounds. The YMCA does not carry accident insurance for members. Staff members are trained in cardiopulmonary resuscitation (CPR). YMCA procedures require that all injuries be reported to a staff person immediately so the Y can initiate proper measures. In the event of an alarm (fire or emergency), leave by the nearest emergency exit immediately.

The YMCA has installed a safety camera system to protect our children, members, staff, and facility. Medical expenses arising from involvement in any YMCA program or any use of the facility, facility equipment or facility grounds are the responsibility of the participant.

If there is a medical emergency, we will contact 911. In the case of a severe accident, we will make every attempt to notify a family member. Please be sure that your membership information is updated regularly with emergency contact information.

Weight Room Policies and Procedure

As a member of The YMCA of Klamath Falls, you have full use of the weight room, including Cybex pulley/cable weightlifting machines; each designed to work a specific portion of your body for maximum workout. You have access to a wide variety of free weights. We encourage you to take advantage of the free orientation and personal training session with a certified trainer and fitness evaluation included with your membership. Medical questionnaires may be obtained at the front desk or from a fitness staff member. Please check with your physician before beginning any exercise program.

Youth between the ages of 12-15 are welcome to use the weight room with an adult/guardian (18+).

When using machine-weight equipment, remember to keep the body and clothing free and clear from moving parts. Use machines only for the intended use; do not attempt to modify machines. Always ensure, before using machines, that the weight pin is completely inserted into the weight stacks, and never pin the weights in an elevated position. Always wipe down the equipment with the disinfectant solution and wipe down rags provided by YMCA staff after each use. Be considerate, rack weight plates from barbells on plate stands, and replace curl bars, bench pins, machine attachments, and any other items used back to their original locations.

Please notify a YMCA staff person if a machine or equipment needs to be in proper working order. If the radio is off or the sound is lowered, please check with others before adjusting or changing the station to ensure the change is agreeable. The same courtesy should apply when using fans.

In the event of an emergency, an evacuation plan is located next to the weight room entrance; follow the direction of YMCA staff and remain calm.

Cardio Room Policies and Procedures

YMCA members & guests have full use of the cardio room, including treadmills, stair climbers, ellipticals, recumbent cycles, and rowing machines. YMCA members and guests MUST be at least 14 years of age. Youth between the ages of 10-13 are welcome to use the weight room with an adult/guardian (18+).

During peak usage, please limit the time on cardio equipment to 20 minutes. Please use the disinfectant solution and the wipe-down rags provided by YMCA staff after each use of equipment. Be courteous-if televisions are off or sound

is lowered, please check with others before adjusting the sound or turning televisions on. The same courtesy should apply when using fans or opening/closing windows.

When finished with your workout, please adjust all equipment, machinery, televisions, fans and windows to the original positions.

Cardio equipment that is not working correctly or is out of order should be reported to a YMCA staff member immediately.

In the event of an emergency, an evacuation plan is located next to the cardio room entrance; follow the directions of YMCA staff and remain calm.

Pool Policies and Procedures

The YMCA of Klamath Falls Aquatics Department has activities for the YMCA member and community members alike. YMCA membership includes access to Open and Family Swim, Water Wellness, Water Aerobics, Aqua Zumba, and Aqua-Jogger classes. As a member, you also receive reduced rates for swim lessons, lifeguard classes, and other aquatic specialty classes offered.

The laws of the State of Oregon regulate the pool at the YMCA of Klamath Falls, and our lifeguards must abide by and enforce those laws. Swimmers who consistently require the attention of a lifeguard due to failure to comply with the State laws and the YMCA pool rules will be asked to leave the pool area immediately.

Swimmers must remain in the pool area or locker room until they are completely dried off, as wet floors from dripping swimmers create severe hazards for others.

The pool schedule changes at regular intervals and is available at the YMCA and on our Website: www.kfallsymca.org. A triple X (XXX) appears on the pool schedule and denotes a 15-minute period when the pool is cleared, and access doors locked between swims to take water readings and make necessary adjustments.

In the event of an emergency, an evacuation plan is located next to the sliding glass door on the pool deck; follow the directions of YMCA staff and remain calm.

Swimming Pool Rules

- All swimmers entering the pool must take a cleansing shower per OAR 333.60.210 .3(C).
- Swimsuits are preferred; however, clean shorts and shirts brought expressly for swimming purposes may be worn—no denim, cut-offs, buttons, snaps, zippers, or oversized shirts.
- No person with sores or other evidence of skin disease or who is wearing a bandage of any kind shall use the pool.
- No spitting in the pool, on the deck, or in the dressing rooms.
- No running, pushing, throwing, or dunking of fellow swimmers.
- Swimmers will not be allowed to "play act" to make the lifeguard think they are drowning/in danger.
- No swimmers will be allowed to run and jump from the side of the pool or jump backward.
- No excessive horseplay will be allowed. "Excessive" will and must be determined by the lifeguard on duty.
- Swimmers who disobey these rules will be asked to leave.
- Children who attend open swim must be able to swim the width of the pool across and back to the satisfaction of the lifeguard on duty to be allowed in the deep end.
- Children who cannot swim across the pool or touch the bottom of the shallow end of the pool must be accompanied by a responsible person 18 years of age or older who must remain within arm's reach of the child at all times.
- Lifeguards are here for your safety.
- A responsible adult must accompany all non-swimmers under 52 inches. The adult will be required to stay in the pool area.
- No non-swimmers are allowed in the deep end.

- Children using flotation devices must have continuous supervision by a responsible adult.
- Anyone using flotation devices is not allowed in the deep end
- Masks, fins, and snorkels will not be permitted in the pool when the guard feels they may become a danger to the user or any person in the pool. Masks made of tempered glass only. No walking on deck with fins.
- No somersaults, back dives, back jumps, or twists.
- No diving in the shallow end of the pool.
- Do not hang, sit, or pull on the rope; this causes stretching and tearing.
- No glass containers are allowed in the locker room or pool areas.
- The Y will clear the pool and lock doors periodically between swims to take water readings and make necessary adjustments.
- Lap swims are for laps only.
- Family swims are for families and adults 18 and older, and children may swim only when accompanied by a parent or responsible adult.
- Proper use of equipment is required.
- The lifeguard is responsible for the safety of all persons in the pool area. Refusing to obey or arguing with the lifeguard will be grounds for immediate removal from the pool and pool area.
- Anyone "kicked out" of the pool has ten minutes to leave the YMCA facility.
- You must be able to swim the width of the pool on your stomach and your back before being allowed in the deep end.
- No playing on ladders or steps.
- No horseplay – this includes dunking. Keep your hands to yourself.
- No gum chewing.
- Obey the lifeguard on duty.

Diving Board Regulations

- No running on the board.
- One diver at a time.
- One bounce only.
- Wait until the diving area is clear before entering. The diving area begins at the 5 1/2 ft mark and includes the entire deep end of the pool.
- No "hands-on board" entries.
- Exit the diving area promptly after entry.
- No goggles, masks, fins, or snorkels allowed off the board.
- No playing or hanging on the ladder.
- No hanging off the diving board.
- The board is limited to a weight of 250 pounds or less.

Oregon State Regulations

The lifeguards, pool operators, or managers shall enforce the following rules:

- No person shall swim alone.
- No individual shall be permitted to use the pool without a YMCA-certified lifeguard present.
- Bathers shall take a cleansing shower before entering the pool.
- No person suffering from a communicable disease transmittable by water shall use the pool.
- No person under the influence of intoxicating liquor or drug shall use the pool.
- No person shall take food or drink inside the pool enclosure. Water in a plastic container is acceptable.
- No person shall run or engage in horseplay on the deck areas used by the bathers.

- Persons in street shoes shall not be permitted on the deck areas used by bathers unless they are behind the red line.
- Visitors and spectators are restricted to separate areas not used by bathers. They must remain behind the red line.

Locker Room Policy

Children 5 years old or older must use the gender-appropriate locker room OR one of the family dressing rooms on the pool deck.

Sauna Rules

The dry sauna is located between the men's and women's locker rooms:

Water or liquid/foreign items are not to be used on the rocks, and doing so may destroy the element, and the sauna must be closed.

It is a co-ed area, and swimsuits must be worn when using the sauna.

Children under the age of 18 are not permitted in the sauna without the presence of their adult parent or guardian.

Care must be taken for infants and younger children if parents bring them into the sauna, as they are susceptible to dehydration and other adverse effects from the extreme heat.

No food or drink (other than drinking water) is allowed in the sauna.

The sauna must be vacated 10 minutes before closing each day.

Gymnasium Rules

There are times throughout the year when events are held in our gym. Both indoor and outdoor basketball courts are available for use at certain times. A limited number of basketballs on hand can be checked out at the Member Services desk.

Indoor Basketball Court

No food or drink (other than drinking water in a closed container) is allowed on the indoor basketball court.

Children under 14 are not to be left unsupervised in the basketball area.

Shoes that leave black marks are not allowed on the gym floor. Shoes need to be athletic shoes designed for indoor court and gym programs.

Basketballs should not be kicked or thrown at the ceiling, walls, or people.

No dunking or hanging from the hoops or nets is allowed.

Outdoor Basketball and Sand Volleyball Courts

No dunking or hanging from the hoops or nets is allowed.

All players and spectators must abide by the Code of Conduct presented earlier in this handbook. The Y may refuse those violating the rules and deny further court access.

Community Annual Support Campaign

Whatever their age, religion, or background, no one is turned away for their inability to pay as long as funds are available.

We believe that, at any given moment, the YMCA can make a positive impression that lasts a lifetime. To allow us to continue this spirit of community aid and support, we hold a Community Annual Support Campaign each year.

Ultimately, your support can help us further create those impressions that last a lifetime!

24/7 Hour Access

24/7 Hour Access is an additional fee that can be added on to qualifying memberships/members. Conditions and terms apply. Those interested in learning more should contact the Y 541.884.4149.

All of the information in this handbook has been carefully developed to ensure that The YMCA of Klamath Falls members, staff and guests are provided a safe, friendly environment in which to learn, grow and thrive. If you have any questions regarding our policies, contact the Y at 541.884.4149

While we have tried to list our most important member information, policies, and procedures, please note that the YMCA reserves the right to make decisions not covered in this handbook as deemed necessary for the safety and welfare of the participants.

The YMCA of Klamath Falls reserves the right to deny or cancel the membership of any person at any time.