

WE ARE PLEASED TO WELCOME ALL PROGRAM PARTICIPANTS TO OUR YMCA!

OUR MISSION

The mission of the Franklin County Family YMCA is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

FINANCIAL ASSISTANCE

Financial Assistance is available to any qualified applicant based on need and availability of YMCA funds at the time of the application. Assistance is provided on a sliding scale based on the Virginia Department of Social Services guidelines for determining levels of need. For more information, ask Front Desk staff for a Financial Assistance form. (Process takes about four weeks.)

YMCA PROGRAM PARTICIPATION AND PAYMENT POLICIES

In our efforts to best serve you and the full community, our staff has been trained to provide a secure environment for everyone. To help us maintain a safe and happy place, we ask that you and your family honor the following policies:

PROGRAM REGISTRATION

Program Registration is open to both members and non-members. A Program Registration Form must be completed and signed for each participant. All program participants under the age of 18 must have their parent or guardian sign this form. Completed forms must be turned in along with payment for the program at the YMCA Front Desk prior to participation.

BUILDING SECURITY

All Program Participants will be issued a temporary Facility Use Pass good for the duration of their program and must present this pass to the Front Desk to gain access to the building. Parents or transportation providers of Program Participants must stop at the Front Desk and check in prior to entering the facility. Non-Member Program Participant access to the building is limited to use of the facility as it directly relates to the program.

SPECTATORS

In keeping with the philosophy of the YMCA – that we focus on fun play rather than competition, and that we are a membership-based organization – our facility does not have space for spectators. We invite non-member families who stay here while a participant is involved in a program to wait in the lobby area. Some of our programs include parent observation days which will be announced in advance by the instructor.

GENERAL PROGRAM INFORMATION

- Payments for YMCA programs are non-refundable and non-transferable.
- Instructors will advise participant and/or parents as to clothing and equipment requirements for their program. To avoid interruption of the program, participants should use the restroom before class.
- **The YMCA may revise program schedules at any time based upon registration numbers. The YMCA may re-assign children to the appropriate skill level course if necessary. A parent may be asked to remove their child from the program if the child is uncooperative or displays behavior that is disruptive or detrimental to staff, other participants, or themselves.**
- Parents may wait for their child in the lobby reception area of the YMCA or observe in the gym if program leader allows. It is important for parents to pick-up their child at end of program time. **Non-members may not use the facility while waiting for their child unless they pay a Non-Member Fee** (see Non-Member Fee sheet for time limitations and details). Some programs include parent observation times and/or days, which will be announced in advance by the individual instructor.

INCLEMENT WEATHER AND PROGRAM CANCELLATIONS

Days that Franklin County schools are closed due to inclement weather, classes for that day **MAY** be canceled. A decision will be made by YMCA staff by 2:00 p.m. It is the Program Participant's responsibility to call the YMCA to confirm class status after 2:00 p.m. In cases of extreme weather and multiple cancellations, make-up classes MAY be offered at the instructor's discretion. Refunds will not be given for classes not held or attended.

MONTHLY PAYMENT POLICIES

Payments for monthly-pay programs are due on the 1st of each month. Monthly bills will not be rendered. A late fee of \$5 per class will be added to payments received after the 7th of the month. Payments may be mailed to the YMCA or made at the Front Desk. Payment for the current month must be received in order for a participant to attend class. Payments are not pro-rated for the month. If a participant registers anytime between the 1st and 15th of the month, that month's full payment is required. If a participant registers anytime between the 16th and 31st of the month, 1/2 of that month's full payment is required, and thereafter the full monthly amount must be paid by the 1st of the month. **Monthly payments remain the same regardless of number of classes per month—most months there will be 4 classes but there will be months when there are only 3 and some have 5.** Refunds will not be given for classes not attended. Program payments are non-refundable and non-transferable.