



MEMBERSHIP HANDBOOK

The Granite YMCA | www.GraniteYMCA.org

MEM008

Welcome to The Granite YMCA, where we are for youth development, healthy living, family strengthening, and social responsibility. The Granite YMCA creates a community where all are welcome. The Y builds a healthy spirit, mind, and body in children, individuals, and families while instilling the values of caring, honesty, respect, and responsibility through our practices and programs. The Granite YMCA includes the following branches: YMCA of Downtown Manchester, YMCA Allard Center of Goffstown, YMCA of Concord, YMCA of the Seacoast, YMCA of Greater Londonderry, The Granite YMCA of Somersworth, and Camping Services.

MEMBERSHIP

As a member of The Granite YMCA, you have complete access to all of our branches! You can utilize in-house wellness programs such as group fitness classes, fitness coaching, indoor cycling, and free yoga, at all membership facilities. Or simply come shoot some hoops during open gym, swim laps, or splash in the pool during open swim at select branches! In addition, you can utilize any Y nationwide at no additional charge. Members also benefit from significant program discounts (up to 50% off) and have registration priority for many Y classes and programs.

Non-Members

Interested in taking a class but not joining and using our facilities on a regular basis? You can still register for most Y programs—but you are limited to using the Y facilities only for that program. As a non-member registering for programs, you are subject to higher fees for classes. Please make sure you check out the member rates because a membership is frequently more economical.

Membership for All

With the Y income-based Membership for All program, it is affordable for you and your family to take advantage of our state-of-the-art fitness facilities and programming. Please note that you may qualify for a reduced fee based on your household income. Ask our Welcome Center staff for our standard membership rates.

Nationwide Membership Program

As a member of The Granite YMCA, you have complete facility access and all privileges at the Goffstown, Manchester, Concord, and Portsmouth branches. You can also register for any programs at those branches and receive the reduced member rates. With your Y membership, you can also utilize any Y nationwide at no additional charge! Simply bring your membership card and photo ID with you, and you can visit any other Y. Please note that some Ys do have restrictions to the number of visits or program participation. Be sure to check their websites for details.

Payment Options

The Y offers two convenient payment options.

- **Automatic Deduction:** This option is the most convenient way to pay. We will automatically deduct your membership fees from either a checking/savings account or a credit/debit card each month. All deductions are drafted on the 1st of the month.

- **Annual Prepaid:** This option is perfect for those who prefer to pay for their membership annually. Even if you pre-pay for the year, the Y will refund the unused balance of your membership dues.

Membership Holds

If you need to take a brief time away from the Y for any reason, your membership can be “frozen” without dues for up to three months for a small fee of \$10 per month. See the Welcome Center for the proper paperwork. Requests for membership holds must be made to the Y in writing 30-days prior to the scheduled deduction. Monthly payments will restart automatically after three months. If you pre-pay for the year, you are not locked in. Should you want to place your membership on hold, the Y will adjust your renewal date to include any hold put on your membership. You will still have access to the Virtual Y live and on demand catalogs while your membership is on hold.

Termination of Membership

To discontinue your membership, you may either stop by the Welcome Center desk to complete a termination form, send an e-mail to membership@graniteymca.org, or write a letter with your request. Terminations must be submitted in writing 30 days prior to the scheduled deduction. Annual members will receive the balance of the unused portion of their membership.

MEMBERSHIP BENEFITS

A Variety of Weekly Group Wellness Classes

The Y is a supportive community with a wide variety of fun group fitness and aquatics classes for every fitness level. So why not try something new? Have fun and get fit as you build friendships! We offer classes for cardio, muscle conditioning, stretching, relaxation, and more! Friendly, supportive instructors will help keep you motivated and on track. Water exercise classes are also available in Manchester, Goffstown, Concord, and Portsmouth. Visit www.graniteymca.org/schedules for up to date schedules.

Virtual YMCA

Regular exercise is one component of a healthy lifestyle that can help prevent illness and reduce stress. It's important to us that you as members are able to maintain a regular wellness routine wherever you are, with the classes you love and the instructors that you have come to know like family. As members of The Granite YMCA you can take full advantage of this member benefit through the use of live virtual classes, the extensive on-demand class catalog, and the wellness blog.

Kid Zone

Your workout should be stress free. To make it easy for you, our Manchester, Goffstown, Concord, and Portsmouth branches offer free drop-in child care for members so your child can have fun while you enjoy working out in our facilities! Please refer to the Kid Zone section for more details.

Coaching Sessions

Wellness coaches are available to train you to use our equipment, create a workout routine, develop a new strength training program, and help you stay motivated, all at no additional fee. Please visit the Welcome Center to schedule a coaching session.

Free Fun For Families

Throughout the year, the Y hosts special events and activities designed just for our family members. Parents may sign their age-appropriate children into a supervised fun activity or stay and enjoy family time together in open gymnastics, open swim, or open family climb. To see the most up to date schedules, please visit www.graniteymca.org or stop by the Welcome Center.

FACILITY AMENITIES

	YMCA ALLARD CENTER OF GOFFSTOWN	YMCA OF DOWNTOWN MANCHESTER	YMCA OF CONCORD	YMCA OF THE SEACOAST
Group Fitness Classes	✓	✓	✓	✓
Free & Machine Weights	✓	✓	✓	✓
Cardio Equipment	✓	✓	✓	✓
Sauna	✓	✓		
Steam Room	✓	✓	✓	
Gym or Multi-Purpose Room	✓	✓	✓	✓
Indoor Lap Pool	✓	✓	✓	✓
Warm Water Therapy Pool	✓			
Outdoor Pool	✓			✓
Kid Zone (drop in child care)	✓	✓	✓	✓
Universal Locker Rooms	✓	✓	✓	
Indoor Tennis Courts	✓			
Indoor Climbing Gym	✓			

KID ZONE

Welcome to Kid Zone at The Granite YMCA! The Kid Zone is a benefit to your Family Membership, and we are excited to welcome our youngest members to explore, grow, and make friends.

Kid Zone Hours

Hours for Kid Zone follow a basic schedule around our peak hours of operations. The hours may have changes/enhancements based on the location, season, school's out days, etc. For specific hours, please check with your local Y and watch for any announcements that could impact plans.

Ages, Opportunities, and Time Capacities:

Our Kid Zone begins welcoming our newest members as young as 6 weeks (about 1 and a half months) old. When visiting the Kid Zone, youth can hang out with us for up to 2 hours, creating and playing with their peers while their parent/guardian remains in the facility. To both help us create room for our youngest ones and to make age-appropriate play for our older ones, we have built in KZ+, an extension of the Kid Zone where kids will have different structured opportunities on different days around the branch to play! KZ+ hours are focused on school-aged members, so they will be made available during after school hours, Saturday mornings, and non-school days such as vacation days and summer break.

AGES	OPPORTUNITIES	TIME CAPACITIES
6 weeks – 18 months <i>Ratio = 1:4</i>	Kid Zone <i>(we can accommodate a limited number of infants)</i>	2 hours <i>(we recommend 1 hour)</i>
19 months – 12 years <i>Ratio = 1:8</i>	Kid Zone <i>(age-appropriate activities within Kid Zone)</i>	2 hours
6 years – 12 years* <i>Ratio = 1:10 – PM, Saturdays, Non-School Days</i>	KZ+ Activities* <i>(age-appropriate activities around branch)</i>	2 hours

*KZ+ space and activities where available. Please check with your Kid Zone staff for any potential opportunities and schedules.

Safety & Support for All

Safety is our priority, and it begins with all of us. All staff members who work with youths at The Granite YMCA are background checked, attend Child Abuse Prevention Training, and keep their CPR and First-Aid certifications current. While we strive to meet the needs of our members by accommodating as many of our youngest members as possible, room capacities and age-appropriate ratios as best practices help ensure that proper supervision is in place. Please help us keep Kid Zone a safe and positive experience by adhering to the following:

- Please refrain from bringing food into the Kid Zone. All snacks should be consumed outside of the Kid Zone before signing in or after signing out. This is to help us reduce any potential allergy flare-ups and possible drops that could become choking hazards.

- If your little one brings a water bottle or sippy cup, please be sure it is labeled. It will be kept on a shelf for safe and easy access so that another visitor does not pick it up.
- We ask that visitors to the Kid Zone do not bring in toys, comfort items, or valuables. We strive to provide age-appropriate activities in different areas to incorporate developmental and fun needs.
- It is common for any new area such as a Kid Zones to be a little overwhelming for a visitor. If your little one is feeling nervous or anxious, we recommend introducing them to Kid Zone in shorter increments, building them up to a full stay, to help assure them that you will return each time. Our staff will work to redirect the child with toys, games, and playing with other kids. Should a child be inconsolable for more than 15 minutes, the staff will locate the parent/guardian to help comfort them or arrange for a shorter visit. Parents/guardians may request to be sought out for a period shorter than 15 minutes.
- Some kids who visit the Kid Zone may be in diapers (or pull-ups if they are on the potty-training adventure). If that is the case, and they need changing, a staff member will locate the parent/guardian to come to the Kid Zone, take their child for changing, and then return them back to the room.

PROGRAMS

Program Sessions

In addition to the free classes and membership benefits, we also offer structured seven-week programs in aquatics, tennis, gymnastics, sports, adventure, dance, tumbling, martial arts, fitness, and nutrition for children, adults, and seniors.

YMCA Teams

The Granite YMCA offers a variety of competitive teams in aquatics, dance, tennis, gymnastics, and climbing.

The Teen Center at the YMCA of Downtown Manchester

The teen center is a FREE drop-in facility offering fun and engaging ways for kids to build friendships and awareness of social responsibility in a supervised environment and is open to Y teen members and non-members ages 12–17. Activities include daily homework time, ping pong, foosball, air hockey, movies, video games, computer, and board games. Every day a gym activity is offered. Special teen activities are also held throughout the year. The Teen Center closes at 6:00 pm and an 8:00 pm curfew is enforced.

The Center at the YMCA Allard Center of Goffstown

The multigenerational Center at the YMCA Allard Center is for teens and older adults. Drop-in times are available weekday mornings during the school year. The after school middle school program (Teen Zone) utilizes the space in the afternoons. Teen nights are held monthly and are free to members and \$7 for non-members. These are posted by the session and are available in the program guide. During the summer months, the space is utilized by our specialty day camps.

PROGRAM REGISTRATION

Registration

For the fastest, most convenient registration, visit www.graniteymca.org (debit/credit cards only). Registration for members begins one week prior to registration for non members. For online registration visit www.graniteymca.org/programs. You may also register in person at the Welcome Center. Payment for programs is expected at the time of registration.

Program Refund Process

If you need to cancel participation in a program, please cancel before the session begins as another member may be waiting for an opening. You will receive a full refund of your class fee if you cancel at least 7 days before the first class. After that point, refunds are given if you have a medical reason that is supported with a doctor's note. Refunds cannot be given for scheduling conflicts or other reasons. Please contact the program director if you have specific requests or concerns.

GENERAL INFORMATION

Keep The Y Updated

Don't be left out of the loop! Keep the membership office informed of any changes in name, phone, address, e-mail, or emergency contact so we can stay in contact with you about membership and program updates.

Membership Card

For the security and safety of others, you must check in at the welcome center by scanning either the mobile app or your membership card to access the facility. Expect a wait time if you do not have your membership card. There is a \$3 replacement charge for Y membership cards.

Concerns, Suggestions, Complaints

We encourage open communication. If you have an idea to share, please contact the Welcome Center who will be able to direct you to the appropriate staff member to assist you. You can also send an email to membership@graniteymca.org, or use a comment box located throughout our buildings, which allows you to remain anonymous. Each week, comment boxes are emptied and staff respond to comment cards.

Guest Passes

We encourage our members to bring guests to the Y. Guests are required to pay a guest pass fee of \$3 for youth (11 years and under), \$5 for teen (12 years to 18 years), and \$10 for adults (19 years and older). The guest must have a picture ID and be accompanied by a Facility Member. Please note that members take responsibility for any guests they bring into the facility and members can bring no more than five guests per visit.

Loaned Equipment

For your convenience, basketballs are available for check out at our Manchester, Goffstown, and Concord branches. Ping-pong and foosball equipment is also available for checkout at our Goffstown location. ID required when borrowing equipment.

Strollers

We have to limit the use of strollers in certain branches and in specific areas of other facilities for safety or traffic flow reasons. Please adhere to stroller parking signage at the different branches and note that strollers are not allowed on any pool deck.

Securing Your Valuables

We strongly advise all members to secure their personal items. The Y is not responsible for articles lost, damaged, or stolen. To assist in the protection of your valuables, our YMCA's provide several options to help you keep your valuables safe, including wall mounted wallet lockers with individually programmable combination locks at select branches.

Locker Rooms

Lockers are available for day use by members and guests. Locker room facilities include:

- **Manchester:** Men's and Women's Locker Rooms for individuals 12 years and up with Manchester: Men's and Women's Locker Rooms for individuals ages 12 years and older with overnight locker storage. Universal Locker Room available for individuals of all ages and genders.
- **Goffstown:** Men's and Women's Locker Rooms for individuals ages 12 years and older. Universal Lockers Room for individuals of all ages and genders.
- **Concord:** Men's and Women's Locker Rooms for individuals ages 12 years and older. Universal Lockers Room for individuals of all ages and genders. Youth Boys' and Youth Girls' Locker Rooms for youth ages 17 years and younger.
- **Portsmouth:** Men's and Women's Locker Rooms for individuals of all ages.

Members who wish to use the locker rooms at the end of the day are asked to plan accordingly to ensure that the facilities will be closed entirely within 15 minutes of the closing time. Food is not allowed in the locker rooms. No cell phone or camera usage in locker rooms, Wellness Centers, or pools.

Refreshments

The Y offers vending services in each branch that include low-fat or healthy snack and drink options. In order to maintain cleanliness throughout our facilities, we ask that members enjoy food and drinks in the designated lounge areas.

Food is not allowed in any of the group exercise studios, health & wellness centers, or program areas. If you need to eat or drink anything other than water during a program, class or using the health & wellness center, please use the designated member lounge area, and then return to your activity.

Parking

Most of our facilities offer free on-site parking. To visit the Manchester branch, members can park for up to two hours FREE at the Brady Sullivan parking garage on Plaza Drive. Make sure to validate your parking ticket at the Welcome Center. If you stay more than two hours, please note you will be charged the standard hourly rate (\$2 per hour) and that a debit/credit card is the only option for payment at the Brady Sullivan garage.

To visit the YMCA of Concord branch, members can park on the street Monday – Saturday 9:00 am – 7:00 pm with a fee of \$1.00 per hour. Parking in the parking garage is available Monday – Friday 9:00 am – 7:00 pm (Saturday is free) for a fee of \$0.50 per hour. There is a minimum two hour fee charged when paying by credit card in the parking garage.

OUR COMMITMENT TO YOU

Out of Work Guarantee

The Y wants you to keep your membership even if you lose your job. The Y will suspend membership payments for up to three months for those current members who become unemployed. Proof of employment benefits from the Department of Employment Security is required.

Membership Relocation Guarantee

If at any time you are relocated out of The Granite YMCA service area, the Y will be happy to mail you a refund of the remaining balance of your unused annual membership to your new address, or if possible, help you transfer your membership to a Y near your home.

Membership Satisfaction Guarantee

The Y believes so strongly in the quality of our programs and membership services that we guarantee all of our memberships. During the first 30 days of your new Y membership, if you are not completely satisfied, you may cancel and receive a 100% refund on both your join fee and your membership dues by completing a refund request available at the Welcome Center.

Conditions of membership

We work hard to offer a comfortable, safe, and enjoyable experience for our members. Please assist us by showing common courtesy, and being respectful of others and of Y property. Please note that:

- Membership privileges and cards are not transferable.
- Membership dues, join fees, and program fees are subject to change.
- Outstanding balances may result in termination of membership.
- The Y reserves the right to revoke any membership.
- Registered sex offenders are not allowed to be members of the YMCA.

Participant Behavioral Expectations

All participants, families, and guests must behave in ways that reflect the Y core values of honesty, caring, respect, and responsibility. As a family centered organization, many of our services naturally and intentionally involve the entire family. Please honor these values by behaving in the following ways:

be caring towards others; be honest to yourself and others; be responsible; treat others and YMCA equipment and facilities with respect.

- Do not use profanity or engage in unsafe, illegal, or offensive behavior.
- Smoking, alcohol, illegal drugs, firearms, and weapons of any kind are not allowed in the facility.
- Wear attire that is appropriate for a family environment.

The Y views its staff as a valuable resource. Aggressive, disrespectful or intimidating treatment of staff by children, parents, or other family members will not be tolerated.

The Y will investigate each incident immediately and depending on findings may implement consequences.

Unauthorized Use of Facilities

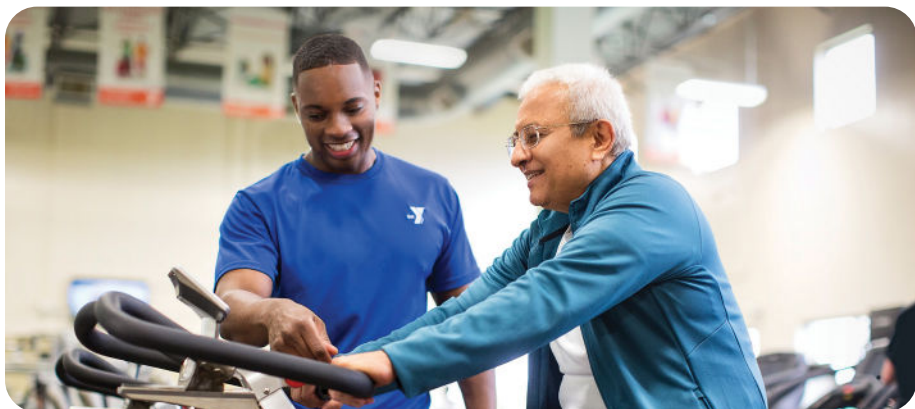
The Y has different membership fees based on services rendered. Unauthorized use is not in keeping with the purpose and the spirit of the Y, nor is it financially fair to other members. Persons who abuse membership privileges or assist others to abuse membership privileges may have privileges revoked or suspended.

Youth Program Members Building Access

All Youth members (0-11) are welcome to access the Y facilities during pre-registered program dates and times (i.e. swim lessons, sports, enrichment, etc) only. Parents and guardians without memberships may only observe their children during these activities. Youth and Parents and guardians who want to participate in open programs and family activities, must have a family membership.

Please note that open gym and open swim are not considered supervised programs.

VIOLATION OF THESE GUIDELINES MAY RESULT IN SUSPENSION OR REVOCATION OF MEMBERSHIP.



FACILITY USAGE BY AGE

Facility usage is limited to age appropriate activities within the branch.

Parents accompanying children with youth memberships are welcome to observe. Parents who wish to participate in any other activities, must be an active member or purchase a discounted guest pass.

Ages	Pool (YAC, YDT, YOC, YOS)		Group Fitness	Open Basketball (YDT, YAC, YOC)	Open Gym
	Open Swim	Lap Swim			
6 Weeks – 8 Years	On own after passing swim test or with adult member*				Yes, n ages 5
9 Years	On own after passing swim test			Yes	Y
10 – 11 Years	Yes	Yes**, with adult member*	Yes, with adult member*	Yes	Y
12 – 14 Years	Yes	Yes	Yes	Yes	Y
15 Years or Older	Yes	Yes	Yes	Yes	Y

In Workout Areas:

- No cell phone use in fitness areas or locker rooms.
- Closed-toe athletic shoes and proper fitness attire is required, including shirts or workout tops that cover the mid section. No jeans please.
- Cleaning of equipment is required after each use.
- You must shower prior to entering the pool; proper swim attire is to be worn in the pool areas.
- No gum or food allowed in the program areas.

*Non member adult will pay guest fee for each visit with child.

**Youth ages 8 and over may swim laps at the YMCA Allard Center of Goffstown with permission from the aquatics director.

Climbing (YAC)	Teen Center (YDT, YAC)	Kid Zone	Fitness Center		
			Cardio Equipment	Weight Machines	Free Weights
Must be 6 and up		Yes, must be potty trained for Kid Zone activities			
Yes		Yes			
Yes	Yes, must be in 6 th grade	Yes	Yes, with adult after coaching session		
Yes	Yes		Yes, after coaching session	Yes, after coaching session	
Yes	Yes		Yes, coaching session recommended	Yes, coaching session recommended	Yes, coaching session recommended

KEY

- **YDT:** YMCA of Downtown Manchester
- **YAC:** YMCA Allard Center of Goffstown
- **YOC:** YMCA of Concord
- **YOS:** YMCA of the Seacoast

SOCIAL RESPONSIBILITY

Join Us & Help Make A Difference

When you volunteer at the Y, you provide leadership and talent vital to empowering people and communities to learn, grow, and thrive. Throughout our communities more than 1,100 business leaders, community advocates, parents, teens and individuals who want to give back and support their neighbors volunteer at the Y.

With a focus on youth development, healthy living, and social responsibility, Y volunteers give men, women and children of all ages and from all walks of life the resources and support they need to be healthy, confident, connected, and secure. Volunteers of the Y:

- Raise funds to ensure the Y is accessible to all members of the community.
- Coach our sports teams and teach many of our classes.
- Motivate and support youth in building the character strengths, personal and educational skills, and relationships that lead to positive behaviors, better health, smart life choices, and the pursuit of higher education and goals.
- Extend a hand to help adults who want to do more, be more or live healthier.
- Participate in opportunities to give back and support neighbors.

When You Join The Y, You Join A Cause

At the Y, strengthening community is our cause. The Y has been listening and responding to our communities' most critical needs for over 165 years. Whether developing skills or emotional well-being, welcoming and connecting diverse populations, or advocating for healthier communities, the Y fosters the care and respect all people need and deserve.

Our annual campaign provides support to our community's children, adults, and families. In addition to financial assistance for members through our Membership for All program, the Y provides dropout prevention programs for youth in grades K – 12. We are the largest provider of after school child care in the state, serving nearly 1,000 children daily. It is only through the support of our volunteers and donors that we are able to help our community to be healthy, confident, connected and secure. Throughout the year, our Y branches offer a variety of mission-related special events. Proceeds from these events support the YMCA's financial aid and outreach efforts to support youth and families.

Please consider supporting the Y Annual Campaign!

FACILITY INFORMATION

For the most up to date branch hours and wellness schedules, please visit our website at www.granitemca.org.

YMCA of Downtown Manchester

30 Mechanic Street, Manchester, NH 03101
603.623.3558

YMCA Allard Center of Goffstown

116 Goffstown Back Road, Goffstown, NH 03045
603.497.4663

YMCA of Concord

15 N. State Street, Concord, NH 03301
603.228.9622

YMCA of the Seacoast

550 Peverly Hill Road, Portsmouth, NH 03801
603.431.2334

HOLIDAYS & FACILITY CLOSURES

Holiday Closures

The Y is closed on New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving, and Christmas Day. Programs are automatically prorated in the registration system for facility closings due to holidays.

Inclement Weather Policy

The Granite YMCA makes every effort to keep our buildings and services open to serve our members and our community. However, not every day provides the safest weather environment. Therefore, we have adopted the following inclement weather policy in the event of extreme weather conditions.

We encourage you to inquire about the status of the YMCA buildings or classes, by subscribing and checking the YMCA’s website, following your YMCA branch on Facebook, and when appropriate the WMUR closings list.



rest values

family hope

give **learn** play

skills dream health

grow nature

support **purpose**

connect **thrive**

work **volunteer**

fitness **passion**

balance faith

creativity **reflect** share

renew

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