



THE GRANITE YMCA

Membership Handbook

www.graniteymca.org

Welcome to The Granite YMCA, where we are for youth development, healthy living, 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 Allard Center of Goffstown, YMCA of Downtown Manchester, YMCA of Greater Londonderry, YMCA of the Seacoast in Portsmouth, YMCA of Strafford County in Rochester, YMCA of Concord, and Camping Services.

MEMBERSHIP

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 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 on 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 seven week 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.

My Y is Every Y

As a Member of The Granite YMCA, you have complete facility access and all privileges at the Goffstown, Manchester, Portsmouth, Concord, and Rochester branches. You can also register for any programs at those branches and receive the reduced member rates. Because the membership fee structure does vary between these branches, we ask that you maintain your membership at the branch that you plan to frequent most often. 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. Check their websites for details.

MEMBERSHIP

Payment Options

The Y offers two convenient payment options.

Automatic Deduction

This option is the most convenient way to pay membership fees. 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.

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.

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/calendar for the current group wellness schedule and descriptions of all classes.

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.

Kid Zone

Your workout should be stress free. To make it easy for you, our Manchester, Goffstown, Rochester, Concord, and Portsmouth branches offer child care for members so your child can have fun at the Y while you enjoy your workout in our facilities! Children ages 6 weeks to 9 years can be active and engaged in our Kid Zone, socializing with others and exploring new things while they are supervised by trained Y staff. Kids have fun with creative activities such as arts and crafts or story time, and may enjoy some active play. Kid Zone is FREE to those with a family membership and available at a fee of \$7 for non-members.

If you prefer to pay per visit, the drop-in fee of \$7 per child per visit must be paid at the Welcome Center in advance.

Children 6 weeks to 6 months – up to one hour per visit

Children 7 months to 9 years – up to two hours per visit

Hours are subject to change based on the time of year and demand. Feel free to bring a snack (peanut free) or favorite toy for your child and make sure all personal items are labeled with your child's name.

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, open family climb, or the Play Zone* in Concord. For a current schedule for this and other programs, visit www.graniteymca.org or ask at the Welcome Center.

**Access to the Play Zone in Concord is limited to 1 Adult Family and 2 Adult Family Memberships.*

FACILITY AMENITIES

	YMCA Allard Center in Goffstown	YMCA of Downtown Manchester	YMCA of Greater Londonderry	YMCA of Strafford County in Rochester	YMCA of the Seacoast in Portsmouth	YMCA of Concord
Group Fitness	✓	✓	✓	✓	✓	✓
Free & Machine Weights	✓	✓		✓	✓	✓
Cardio Equipment	✓	✓		✓	✓	✓
Sauna	✓	✓				
Steam Room	✓ in men's locker room	✓				✓
Full-size Gym or Multi-purpose Room	✓	✓	✓	✓	✓	✓
Indoor/Lap Pool	✓	✓			✓	✓
Warm Water Therapy Pool	✓					
Kid Zone (drop in babysitting)	✓	✓	✓	✓	✓	✓
Special Needs/ Family Locker Rooms	✓	✓				✓
Outdoor Challenge Course	✓		✓	✓ at 63 Lowell St		
Indoor Tennis Courts	✓					
Indoor Climbing Gym	✓					
Outdoor Pool	✓		✓	✓ at 63 Lowell St	✓	

PROGRAMS

Seven-week Programs

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.

Y Teams

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

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 for the facility is enforced.

The Center at the YMCA Allard Center of Goffstown

The multigenerational Center is for teens and older adults. Drop-in times are available weekday mornings during the school year. The afterschool 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 e-mail to jaskew@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:

- wall mounted wallet lockers with individually programmable combination locks at select branches

GENERAL INFORMATION

Locker Rooms

Lockers are available for day use by members and guests. The Y's locker room facilities vary by branch. Facilities include:

Goffstown: Men's and Women's Locker Room for adults and youth ages 11 and up; Youth/Family Locker Room for youth up to age 10 (and parents accompanying youth up to age 10).

Manchester: Men's and Women's Locker Rooms for adult members 19 years and up with overnight locker storage and Family Locker Room for parents and children up to age 11.

Concord: Men's and Women's Locker Rooms for adult members 18 years and up. Mens's and Women's Locker Rooms for 14 years and up. Youth Boys and Youth Girls Locker Rooms for 13 years and under. One special needs/family changing room with a shower. One family changing room without a shower.

Portsmouth: Men's and Women's Locker Rooms for adults and youth

Rochester: Men's and Women's Locker Rooms for adults and youth

While most areas of the facility will be closed, the locker rooms will stay open for a short period. 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 or Wellness Centers and 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.

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. 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 Climbing Gym (YAC)	Teen Center (YDT, YAC)	Kid Zone	Fitness Center		
	Open Swim	Lap Swim						Cardio Equipment	Weight Machines	Free Weights
6 weeks – 8 years	On own after passing swim test or with adult member*				yes, must be ages 5 and up		yes, must be potty trained for Kid Zone activities			
9 years	on own after passing swim test			yes	yes					
10 – 11 years	yes	yes**, with adult member*	yes, with adult member*	yes	yes	yes must be in 6 th grade		yes, with adult after coaching session		
12 – 14 years	yes	yes	yes	yes	yes	yes		yes, after coaching session	yes, after coaching session	
15 years or older	yes	yes	yes	yes	yes	yes		yes (coaching session recommended)	yes (coaching session recommended)	yes (coaching session recommended)

*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 with permission from the aquatics director.

KEY

YDT – YMCA of Downtown Manchester
 YAC – YMCA Allard Center of Goffstown
 YOC – YMCA of Concord
 YOS – YMCA of the Seacoast
 YSC – YMCA of Strafford County

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 and Jacuzzi areas
- No gum or food allowed in the program areas

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 HOURS

Check schedules online for pools, gyms and wellness centers.

YMCA of Downtown Manchester

30 Mechanic Street, Manchester, NH 03101
603.623.3558

Hours of Operation	June – August
Monday–Friday	4:45 AM – 8:00 PM
Saturday	7:00 AM – 1:00 PM
Sunday	

YMCA Allard Center of Goffstown

116 Goffstown Back Road, Goffstown, NH 03045
603.497.4663

Hours of Operation	Summer
Monday–Friday	5:30 AM – 8:30 PM
Saturday	7:00 AM – 4:00 PM
Sunday	8:15 AM – 1:00 PM

YMCA of Concord

15 N. State Street, Concord, NH 03301
603.228.9622

Hours of Operation	June – August
Monday–Friday	5:00 AM – 8:00 PM
Saturday	7:00 AM – 1:00 PM

YMCA of Strafford County

35 Industrial Way, Rochester, NH 03867
603.332.7334

Hours of Operation	June – August
Monday–Friday	5:30 AM – 7:15 PM
Saturday	8:00 AM – 12:15 PM

YMCA of the Seacoast

550 Peverly Hill Road, Portsmouth, NH 03801
603.431.2334

Hours of Operation	June – August
Monday–Friday	5:30 AM – 8:00 PM
Saturday	8:00 AM – 3:00 PM
Sunday	8:00 AM – 12:00 PM

The Y is closed on Labor Day, Veteran's Day, Christmas, New Year's Day, Easter, Memorial Day, Thanksgiving, and July 4. Programs are automatically prorated in the registration system for facility closings due to holidays.

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