



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELCOME TO THE Y.

Where Everyone Belongs

YMCA of Columbia
MEMBER HANDBOOK



columbiaymca.org

WELCOME

As a YMCA member, you're joining a community committed to helping everyone learn, grow, and thrive.

HISTORY OF THE YMCA OF COLUMBIA

Founded in 1854, the YMCA of Columbia was one of the first 50 Ys in the U.S. From its early focus on fellowship, Bible study, and affordable housing, to supporting healthy lifestyles and community connection, the Y has continually evolved to meet changing needs. Today, we continue to serve thousands through programs that build strong kids, adults, and families.

This handbook provides key information about your membership. Please use it as a resource to better understand our policies, programs, and purpose. Thank you for being part of the YMCA!

MISSION STATEMENT

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

CHARACTER VALUES

We promote caring, honesty, respect, responsibility, and faith in all we do.

MOBILE APP

Download the YMCA of Columbia App! Easily register for programs, view schedules, update your account, check in, and get real-time alerts about class changes, facility closures, and more—all in one place.



Available on iOS and Android. Scan the QR code to download.



FACILITY HOURS

Open seven days a week. Closed on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

- Monday–Thursday: 5:00 am – 9:00 pm
- Friday: 5:00 am – 8:00 pm
- Saturday: 8:00 am – 6:00 pm
- Sunday: 1:00 pm – 5:30 pm

MEMBERSHIP CATEGORIES

The following membership categories are recognized at YMCA of Columbia branches. For details, contact your local Y branch front desk. There are options for single branches or association wide member access.

- Young Adult (15–20)
- Individual Adult (21+)
- Family (2 Adults + Dependents*)

*Dependents must live in the same household and be claimed on taxes.

MEMBERSHIP POLICIES

As a member of the Y, you are part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome.

CHANGES & CANCELLATIONS

To cancel or change your membership, notify us by the last business day of the month prior to your desired cancellation month. Please allow up to 5 business days for a response. You can:

- Visit the original branch of registration
- Log into the member portal (Scan QR Code)



Late cancellations may result in one additional month's charge.

FEE ADJUSTMENTS

We may periodically adjust membership rates. Notice of changes will be provided 30 days in advance via email. If you do not accept the new rate, you may cancel before the change takes effect.

DISPUTES

You have up to 90 days to dispute a membership draft. Submit documentation to membership@columbiaymca.org. Disputes without documentation or beyond 90 days will not be processed.

REJOINING

You're welcome to rejoin at any time. A joining fee applies if more than 90 days have passed since cancellation. Outstanding balances must be paid before rejoining.

MEMBERSHIP CARDS & PHOTO IDs

All members 12+ receive a membership card and must have a current photo on file. Cards must be presented at entry. If forgotten, a photo ID or the YMCA mobile app can be used.

Cards may not be shared or transferred. Doing so may result in termination.

RETURNED PAYMENTS

A \$30 fee applies to all returned payments, including checks, EFTs, and credit cards. Balances must be cleared before participants can enroll or attend programs.

NSF payments may be redrafted up to three times, each with a \$30 fee.

Payments declined for other reasons must be resolved in person. Delinquent accounts may be sent to a licensed collections agency.

MEMBERSHIP ASSISTANCE

Financial assistance is available through our Open Y program. Applications and income verification (via 1040 Federal Tax Form) are required. Assistance is valid for one year and available to both new and current members.

GUEST POLICY

Guests must present a photo ID at each visit. Guests under 18 must be accompanied by a guardian. Each member may bring the same local guest once per year, per facility. Additional visits are \$12/day. Guest access may be limited during peak times.

NATIONWIDE MEMBERSHIP

Your YMCA membership gives you access to Ys across the country. You must use your home Y at least 51% of the time. We can confirm other Y policies ahead of travel.

YOUTH SUPERVISION

Children under 12 must be directly supervised unless participating in organized, fee-based YMCA programs. Children 12+ may attend the YMCA independently for up to two hours.

PERSONAL ELECTRONIC DEVICES

Cameras are not allowed without staff approval. Phones should be silenced and calls taken outside program areas. No phone use in locker rooms, pools, or childcare spaces. Use headphones and keep volume low.

MEMBER CODE OF CONDUCT

All members are expected to uphold YMCA values and conduct themselves respectfully. The following behaviors are not tolerated:

- Fighting or abusive language
- Loitering or property damage
- Sexual conduct or harassment
- Discrimination or derogatory comments
- Violations may result in membership termination.

The YMCA reserves the right to cancel any membership.

DRESS CODE

Attire must be appropriate for a family-friendly, co-ed environment. Shirts and shoes are required in all areas except the pool. Athletic shoes are required in fitness areas. No cutoffs or street clothes allowed in pools. Scan QR to learn more.



PERSONAL TRAINING

Only YMCA-employed trainers may provide personal training services on YMCA property. Outside trainers are not permitted.

SECURITY

Secure personal items in a locker with your own lock. The YMCA is not responsible for lost or stolen items. Staff cannot hold personal belongings.

TOBACCO & DRUG POLICY

No tobacco, vaping, alcohol, or illegal drugs are allowed on YMCA property.

PET POLICY

Pets are not allowed. Licensed service dogs are permitted while performing duties. Emotional support animals are not permitted.

SEX OFFENDER POLICY

To ensure safety, individuals on the sex offender registry are not eligible for membership, guest access, or participation in programs.

WEAPONS POLICY

Weapons, including firearms, Tasers, large knives, and other dangerous objects, are not permitted on YMCA property.

LOST & FOUND

Items are held for one week. Unclaimed items will be donated. The YMCA is not responsible for lost or stolen belongings.

VOLUNTEERS

We welcome volunteers of all backgrounds. Opportunities include coaching, tutoring, event support, and more. Ask at Member Services to get involved.

THE Y CARES

We strive to improve every day and welcome your feedback. Share your ideas, compliments, or concerns by contacting your Branch Director or emailing info@columbiaymca.org.

ANNUAL CAMPAIGN

Support the Y's mission by donating to the Annual Campaign. Every dollar helps provide access to life-changing programs. Learn more at columbiaymca.org/give.