

Men's and Women's Adult Locker Rooms

ADULT MEMBERS

19 years of age and older only!

- ADULTS ONLY locker room (19 years and older): Sauna, steam room, whirlpools, TV and exercise lounge.
- Strength equipment
- Cardio equipment such as stairclimbers, treadmills, fitness cycles and cross-trainers.
- Towel service and small and large lockers for an additional fee.

Towel Service

Towels are available at the Member Service Desk at the following rates:

- Towel rental (per day) \$1.00
- Towel punch card \$20.00
- Individual annual towel card \$96.00
- Family annual towel card \$132.00

Locker Rental

For those adults (19 years of age and older) who use the adult locker rooms, a limited number of small and large lockers are available to rent for a period of one year. (Both towel and lockers renew Sept. 1.)

The annual cost for the locker:

Small: \$60.00 Large: \$96.00

Special Promotional Yearly Towel and Locker Rental Packages

	Towel & Regular Locker	Towel & Large Locker
Adult:	\$141	\$173
Family/Household:	\$173*	\$205**

(Every family/household member receives a towel and depending on the plan, adults 19 years or older receive locker service.)

*For every additional locker after the first add \$54.00.

**For every additional locker after the first add \$86.40.

Cancellation Policy

Your YMCA membership must be cancelled in person or by registered mail 15 days prior to your monthly draft date (the 1st or the 15th of the month).

If you are mailing in your membership cancellation, please include the following:

- Your membership card(s).
- A letter stating why you are cancelling your membership.
- Your current contact information.

Mail the cancellation to:

Buehler YMCA
Attn: Membership Dept.
1400 W. Northwest Hwy.
Palatine, IL 60067

Cancellations are not accepted by phone or fax. If you are unsure of your draft date, just call the YMCA and one of the Membership Service Staff can assist you. If you are on a checking account or credit card draft for your membership, the membership will continue to draft until you personally cancel the membership.

If you pay for your membership on a yearly basis you will receive a reminder letter approximately five weeks in advance of your renewal date.

If you cancel your paid in full membership prior to your anniversary date, a prorated refund will be issued minus a \$25.00 processing fee. The proration is calculated monthly.

Program Cancellation Policy

The YMCA of Metropolitan Chicago is dedicated to offering quality programs that provide both satisfaction and enjoyment to our participants. In order to ensure consistency in our refund procedures, the following policy has been adopted by the Association and should be used by all centers with respect to programs and classes. This policy does not apply to memberships or residents camps.

Program/Class Cancellation/Refund Policy

The YMCA of Metropolitan Chicago strives to offer high quality programs.

While it is our desire that all participants have a positive experience, we understand situations may arise that may require an individual to withdraw from a class and request a refund or credit. Refunds and credits may be provided pursuant to the following guidelines:

1. A full refund or credit will be issued to a participant who has registered for a class or program that was cancelled by the YMCA due to low enrollment or other unforeseen circumstances.
2. An individual requesting a credit or refund prior to the first day of the class or program will be issued a refund or credit for the amount that he or she paid minus a processing fee (**\$10.00**).
3. An individual requesting a credit or refund prior to the second meeting of the class or program will be issued a credit or refund for the amount he or she paid minus the prorated portion for the remainder of the program session and a processing fee (**\$10.00**). There will be no refunds given after the second week unless medical documentation from a doctor is provided. **No exceptions!** To request a refund, please fill out a Refund Request Form, which is available at the Membership Services Desk. Please allow 4 to 6 weeks for refund checks to be mailed. Credit card payments can be credited within one week of receipt of the Refund Request Form.
4. A participant requesting a refund due to dissatisfaction will be issued a refund for the unused portion of the class or program and offered to take the program or class the next session at no charge. This offer is only good for one repeat per person per class or program and does not apply to camp programs or special events. Refund Request Forms are available at the Membership Services Desk.
5. Personal Training sessions are non-refundable and must be used six months from the purchase date.
6. The BTS Unlimited Pass cannot be prorated. Any missed BTS classes can be made up within the same session purchased. No missed classes can be transferred to another session.



Membership Cards

Members and program members are required to carry their membership cards at all times while in the facility. If you leave through the gated area, you must present your membership card to the Greeter to be rescanned. If you are a guest visiting the Buehler YMCA for the day, each time you reenter the facility through the gate you need to present your daily yellow pass as well as your ID.

Fee Assistance Policy

It is the goal of the YMCA to provide educational, social and physical development services to residents in our communities regardless of their ability to pay. Waiver or reduction of fees is available subject to facility and program capacity and demonstrated need without regard to race, color, nationality, religion, sex, age or disability. Applications are available at the front desk.

Customer Service Guarantee Statement

The YMCA of Metropolitan Chicago is committed to providing services and activities that meet your expectations. If you are not fully satisfied with your program or class, we will be happy to refund the unused portion (minus any non-refundable deposit, e.g., for summer camp and processing fee). Please fill out a refund request form, which is available at the Membership Services Desk, and return it for a credit or refund. Missed classes cannot be made up at a later date. Class refunds must be made during the session.

Facility Access

Buehler and YMCA of Metropolitan Chicago Members

In order to access the facility, each person* included on the membership must present a valid Buehler YMCA or YMCA of Metropolitan Chicago membership card.

(*Not all centers require children under the age of nine on a family membership to possess their own membership card.)

If you forget to bring your card, we can look your membership up at the Membership Services Desk; however, you will need to show a photo ID. If you

determine that you lost your membership card, you must return to your home YMCA and pay a fee for a new photo ID. Buehler's fee is \$5.00 per replaced ID.

Other YMCA Members

In order to access the facility you must present a valid membership card from your home YMCA with photo or present a photo ID, sign a waiver once a year and sign in the AWAY Member log book on each visit. For your safety as well as the safety of our members, we do contact your home YMCA to verify that your membership is current.

If you live within the Buehler YMCA service area and plan to use our facility on a regular basis, we invite you to join our YMCA. If you choose not to join, you may visit; however if we feel you are abusing your usage privileges your visitation may be revoked.

Program Members

Using your RED program card, you are able to gain access into the facility 15 minutes prior to the start of your scheduled class. Your program card gives you access ONLY to your program area, not all parts of the facility. If you forget to bring your card, we can look your program information up; however, you will need to show another photo ID. If you determine that you lost your program card, we can replace it for \$5.00.

All Other Guests

All guests using the facility for any reason must present a valid photo ID and sign the appropriate waiver.

Guest Pass Policy

Member Guest Passes

Members receive six complimentary guest passes per year. One guest can use up to three guest passes within a calendar year. In order for your guest to access the facility they must present a valid photo ID and fill out the visitor/guest waiver with each visit. Guest passes are either located in your New Member handbook or mailed in December. *Please read your YMCA mail carefully; we do send important membership information.*

Promotional Guest Passes

If you are not a Buehler YMCA member, you may use a promotional guest pass up to three times within a calendar year. Once a guest uses three visitor passes in a calendar year, they may gain entry into the YMCA by paying the current daily visitor fee only when accompanied by a current Buehler YMCA member.

In order to access the facility, all guests must present a valid photo ID and fill out the visitor/guest waiver with each visit.

Buehler YMCA Cell Phone & Walkie Talkie Policy

Due to advances in telephone technology, and for the privacy of our members and guests, it is appreciated that you **refrain from the use of cell phones in any part of the Buehler YMCA with the exception of Vito's Cafe and lobby areas.**

Thank you for keeping your phone on "vibrate" or a very quiet ring, as well as keeping your conversations short and quiet. If family or friends need to reach you in an emergency, they can call the main switchboard (847.359.2400) and our staff will locate you.

Likewise, if your occupation requires you to be "on call" for medical, military, police, fire or other emergency-related purposes, please inform the front desk staff upon entering the facility.

Again, to protect the privacy of our members and guests, **VIDEO PHONES ARE NOT ALLOWED in any part of the YMCA.** Anyone who violates this policy may have their membership privileges revoked.

Wellness Center Rules

1. Proper attire is required for men and women. Shirts and clean shoes are to be worn at all times. No hard-soled shoes or open-toed shoes allowed for safety reasons.
2. Teens (12-15 years of age) may use the Wellness Center upon completion of the Teen Commit to be Fit program. No one under 16 years of age is allowed in the "free weight area."
No children under 12 years of age are allowed in the Wellness Center.
3. Please be courteous and wipe down equipment after use.
4. **NO CELL PHONE use while in the Wellness Center.**
5. We do not allow outside personal trainers to train clients within the YMCA.
6. Place coats, bags and personal belongings in a locker or in the cubbies. Please keep your keys, sunglasses and headphones with you or in a locker. We cannot be responsible for them at the Wellness desk. Bags and coats are not allowed past the Wellness desk.
7. Only members using the Wellness Center may put their belongings in the available lockers or cubbies.
8. During peak times, please be aware there is an enforced 25-minute time limit on the cardiovascular equipment.
9. No profanity allowed.
10. Re-stack your weights when finished.
11. A spotter and use of collars are recommended at all times in the free weight area.
12. Food and beverages (except water) are not allowed in the Wellness Center. Please finish all food and beverages in the cafe area.
13. The YMCA is not responsible for lost or stolen items.
14. The Buehler YMCA reserves the right to ask anyone not following the posted rules to leave the Wellness area.

Pool Information

- Please ask at the front desk for a current pool schedule that provides a detailed listing for both the north and south pools, or visit us online at www.buehlerymca.org. New schedules are available each session.
- A minimum of two lap lanes are available most times. Exceptions are swim meets, family nights, or when the Masters Swim Team is using the pool, at which time one lap lane is available.
- **Swimmers under eight years of age need to be with a parent in the water within arms reach at all times.**

Family/Special Needs Locker Room Usage Policy

This area is designated for the following members and guests ONLY:

- Women with boys under the age of 9.
- Men with girls under the age of 9.
- Other individuals who are unable to use the men's & boys' and/or women's & girls' general locker rooms or men's and women's adult activity areas due to a physical or mental disability.

Please be respectful of others and use one of the other designated locker rooms if you do not fit into one of the above categories.

Behavior and Conduct

The Buehler YMCA will use a positive approach regarding discipline within our programs. The Buehler YMCA reserves the right to dismiss a participant. Each situation is evaluated on its own merit.

The purpose of discipline is to help a child develop self-control and learn to assume responsibility for his or her own actions. We use positive statements and reinforcements to redirect negative behavior. Should a child need more than that, a "time-out" period may be initiated.

We will handle disruptive behavior in the following manner:

1. Parent/guardian will be informed of the specific behavior.
2. If the behavior continues, the instructor or staff will inform parents a second time.
3. If there is no change in behavior, your child will be dismissed from class, program or facility; a refund will be issued for the remaining class days. Each situation is evaluated on its own merit.

Disruptive behavior is defined as any behavior that causes, or could lead to, personal injury of your child or others. Examples: hitting, kicking, throwing things, biting, defying or running away, or any behavior that disrupts the normal class climate. Disruptive behavior, in the broad sense, is any behavior that takes an instructor or staff away from the rest of the class or to an area for a long period of time to control a child, member or visitors actions. The Buehler YMCA reserves the right to remove a participant, member or visitor whose behavior endangers the participant's well-being and/or the well-being of others.

Conduct/Participant Guidelines while in programs or using the facilities at Buehler YMCA:

Members are expected to exhibit appropriate behaviors at all times:

1. Show respect to all members, visitors and staff.
2. Refrain from use of foul language.
3. Show respect for equipment, facilities, and amenities.
4. Dress appropriately for activities.

Private Lessons/Personal Training

Outside private lessons, practices, or personal training is not permitted in the Buehler YMCA. Use of the facility for giving private lessons or personal training is limited to instruction by Buehler YMCA staff unless otherwise approved by executive director.

Job Opportunities

Want to receive a FREE membership and get paid to be at the Buehler YMCA? Why not apply for one of many positions available? We have openings in several departments from aquatics to fitness, courtesy counter to working with children of all ages. Come join one of the best YMCAs in the nation. The Buehler team is always looking for great people! Visit the YMCA Web site at www.ymcachgo.org to apply.