



**YMCA-YWCA**  
Greater Victoria



**MEMBERSHIP INFORMATION**





## MISSION STATEMENT

To work together to enhance individual and community potential through participation, learning and leadership.



### MEMBER ETIQUETTE

The Y is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Y members, participants and staff pledge to treat one another with respect and dignity. Membership is enhanced when all members share in promoting agreed standards of courtesy and behaviour.

### MEMBERSHIP ASSISTANCE

The YMCA-YWCA of Greater Victoria strives to support all segments of the communities we serve. Within our available resources, we will make every effort to accommodate all who wish to become a member. No one is denied access to a YMCA-YWCA of Greater Victoria membership solely on inability to pay the full fee. Membership Assistance is available to those individuals and families who are unable — not unwilling — to pay the full fee.

### VOLUNTEERS

Volunteers are an important component of the YMCA-YWCA of Greater Victoria. The Y offers a wide variety of opportunities to develop leadership, skills and experience.

### YOUR PRIVACY

At the YMCA-YWCA of Greater Victoria, your privacy is, and always has been, very important to us. We are dedicated to provide you with superior service while protecting your privacy and safeguarding your personal information. For more information, please visit our website:

➔ <http://www.victoriay.com/privacy.php>

# MEMBERSHIP FEES & OPTIONS

All fees plus applicable taxes.

## OUR FACILITIES

- 2 Pools
- Gymnasium
- Racquet Courts
- Fitness and Dance Studios
- Over 10,000 sq.ft. Fitness & Exercise Centre
- Over 70 Pieces of Cardio Equipment
- Strength-Training Equipment: Lifefitness, Keiser, Hammer Strength, Atlantis, Free Weights & More!

GENERAL		Monthly Pre-Authorized Payment	
Adult (25+)	\$37.00	Family*	\$65.00
Young Adult (18-24)	\$29.00	Towel Service	\$10.00
Teen (13-17)	\$21.00	Tote Basket	\$5.00
Child (0-12)	\$16.00		

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| <ul style="list-style-type: none"> <li>Unlimited Drop-In Fitness Classes</li> <li>Unlimited Aquafit Classes</li> <li>Racquetball and Squash</li> <li>Rec Sports</li> <li>Swim Lessons</li> </ul> | <ul style="list-style-type: none"> <li>Fitness Orientations and Workshops</li> <li>Run Clinics and Walking Programs</li> <li>Senior Stretch and Strength Programs</li> <li>Children's Activities and Playcare</li> <li>Member Rates on Specialty Programs</li> </ul> |
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MEMBERSHIP PLUS		Monthly Pre-Authorized Payment	
Women (18+)	\$49.00	Men (18+)	\$58.00
		Family Plus**	\$98.00

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| <b>Women's Membership Plus Amenities</b> <ul style="list-style-type: none"> <li>Steam Room</li> <li>3 Daily Newspapers</li> <li>Sauna</li> <li>Toiletries and Towel Service</li> </ul> | <b>Men's Membership Plus Amenities</b> <ul style="list-style-type: none"> <li>Steam Room</li> <li>3 Daily Newspapers</li> <li>Sauna &amp; Hot Tub</li> <li>Toiletries and Towel Service</li> </ul> |
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\* Family is defined as 1 or 2 adults (married or common law), parent/guardian and their dependents up to the age of 24 years, all residing at the same address. The first member must be an adult.

\*\* You will receive all the benefits of the General Family Membership. A maximum of 2 adults will have access to the Membership Plus facilities, while dependants can access the General Membership facilities. Ask at the front desk for additional information.



## MEMBERSHIP/COURSE REGISTRATION GUIDELINES



### MEMBERSHIP GUIDELINES

Annual memberships are established on a continuous monthly PAP plan. Continuous payment plans are renewed automatically each year unless we are notified otherwise.

### MEMBERSHIP HOLD POLICY

Memberships can be put on hold for a period of one to four months. Please ask at the Membership Services Desk for more details.

### CANCELLATION POLICY

Membership cancellations require a minimum of 10 days notice prior to the intended last payment date. Cancellations may be requested in person, by email or fax.

### COURSE REGISTRATION

#### In person

At the Membership Services Centre  
Downtown Y, 851 Broughton Street

#### By phone

Call: **250-386-7511** (Downtown Y)  
and pay by credit card.

*(Please have your VISA or Mastercard ready).*

### We accept:

- Cheque / Cash / VISA / Mastercard / Debit Card.
- We require payment with your registration.

### NON SUFFICIENT FUNDS POLICY

In the event that a payment is returned to the YMCA-YWCA, your membership will be suspended and we will attempt to contact you. If no payment is received within one week, the YMCA-YWCA will cancel your membership or program.

### COURSE REGISTRATION GUIDELINES

We are happy to accept program registration up to the second class of a term. Sorry, there are no drop-ins for registered programs unless otherwise specified.

We will issue credits or refunds before the second lesson. Sorry, no refunds or credits for dates of classes that have passed.

A \$5 administration charge plus the cost of one class applies to all refunds unless accompanied by a medical note.

Classes with insufficient registration will be cancelled and a full refund or credit will be issued.

**PLEASE NOTE:** We reserve the right to change schedules and prices. All applicable taxes applied on registration completion. Programs do not run on statutory holidays.



**OTHER WAYS TO ACCESS YOUR YMCA-YWCA**

**FACILITY DAY PASS**

**1 MONTH TEMPORARY RESIDENT PASS**

**SEE MEMBERSHIP SERVICES FOR DETAILS**





### **DOWNTOWN Y**

851 Broughton Street, Victoria, BC V8W 1E5  
Phone: 250-386-7511  
Fax: 250-380-1933

Monday to Friday	5:30am – 10:30pm
Saturday	7:30am – 9:00pm
Sunday	7:30am – 7:30pm
Statutory Holidays	8:00am – 4:00pm

Check our website for pool hours.

### **Y CAMP THUNDERBIRD**

RR 1 Glinz Lake Road, Sooke, BC V0S 1N0  
Phone: 250-642-3136  
Fax: 250-642-3980

**[WWW.VICTORIA.Y.COM](http://WWW.VICTORIA.Y.COM)**



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