

# **YMCA of the Northwoods 24 Hour Access FAQs**

## **What are the age requirements?**

-Members must be 18 years or older to be eligible for 24 hour access.

## **Who is eligible for 24-hour access?**

-24-hour access is for YMCA of the Northwoods members only. It is not available for group memberships, the AWAY program, One Wisconsin, or Nationwide Membership Program at this time.

## **When can members start using the 24-hour access?**

-The 24 hour access at the YMCA of the Northwoods will go live in January of 2021.

## **What times will the 24-hour access center be open?**

-During the YMCA of the Northwoods business hours, you will be required to access the facility through the main doors as you have done previously. Upon closing, you will then be able to access through the main entrance as well. This will be open whenever we are closed, including holidays unless communicated otherwise.

## **What areas will members have access to?**

-Members will have access to the Wellness Center, gymnasium, family locker rooms and the bathrooms located in the south hallway.

## **How will members get in to the Wellness Center after the YMCA of the Northwoods is closed?**

-A key fob is your after-hours key to the YMCA of the Northwoods. Your key fob is unique to your membership and will allow access as long as your membership remains current. To access the Wellness Center, hold the key fob up to the fob reader to the side of the door. You will hear the door activate and see the reader light turn from red to green when the key fob is read. Upon activation, pull on the door to gain access. To exit, simply walk out the same door you came in by pushing on the door to exit.

## **How much will it cost?**

-There will be a \$2/month fee for each member that chooses to utilize 24/7 access. This fee will help offset additional operating costs to have the building operational 24/7.

-The cost for the key fob will be a one-time fee of \$25.00.

## **How do members sign up for 24-Hour access?**

-You can apply for this access by going to the Welcome Center. Adult members of the YMCA of the Northwoods will be required to sign a waiver.

**What if my key fob is lost or damaged?**

-If you lose or damage your key fob, report it to the YMCA of the Northwoods immediately. A replacement key fob can be purchased for \$25.00.

**Will members only need 1 key fob per family?**

-No. Each adult individual will need to purchase their own key fob to be able to access the facility after hours.

**Do YMCA staff get a discount?**

-Yes. YMCA of the Northwoods staff (all full and part time) will receive 24/7 access at no charge. Additional family members will be charged the \$2/month if they wish to utilize. Key fobs for YMCA staff will be \$10 for the first key fob, \$25 for additional family members. If lost a \$25 replacement fee will apply.

**Are Financial Assistance members eligible for 24-hour access?**

-Yes. There will be no discounts on the monthly fee or key fob cost.

**What if there is an injury/emergency during non-staffed hours in the Wellness Center?**

-We highly recommend that members exercise with other 24-hour access members when using the facility outside of staffed hours because we will not have any staffing assistance during the times the YMCA of the Northwoods is closed. There will be an emergency phone in the Wellness Center to use if needed to call 911.

**What if a member with 24-hour access lets a member without 24-hour access into the Wellness Center with them after hours?**

-Members with 24-hour access cannot grant access to other individuals, even if they are YMCA of the Northwoods members and known to you. Granting access to another individual will result in the member losing 24-hour access and possible termination of their YMCA of the Northwoods membership.

**What are the safety and security measures for the facility?**

-The Wellness Center is monitored by a video surveillance system for security purposes. Staff will review the video on a daily basis to address any security concerns and monitor for appropriate usage.

**Why are you implementing 24-hour access?**

-To meet the growing needs for those who work different shifts. It's in response to member feedback asking for and longer/extended hours.

**Can the key fob be erased by certain scanning systems?**

-Yes. This key fob could possibly be erased if the fob was placed on a scanner at the grocery store or something similar.