

YMCA of the Northwoods 24 Hour Access FAQs

What are the age requirements?

-See 24 hour access guidelines for more description. 0-11 years old may access with a parent on a family membership. 12-17 years old may access after purchasing their own key fob, signing a 24 hour access waiver, and coming in with a parent on the same account or approved guardian. 18 and older may access after purchasing their own key fob and signing the waiver.

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, Nationwide Membership or the One Wisconsin Program at this time.

Who can be an approved guardian be for a member age 12-17?

-Approved guardians must be selected by the parent or guardian of the 12-17 year old who is on the SAME family membership account. Approved guardians must be listed on the members 24 hour access waiver. Approved guardians may be grandparents, older siblings, or friends who are over the age of 18. The approved guardian is fully responsible for the 12-17 year old member while in the facility.

When can members start using the 24 hour access?

-After signing up for the service, purchasing their key fob and signing the 24 hour access waiver.

Who needs to sign a waiver?

-All members age 12 and older will need to sign a 24 hour access waiver. Those under the age of 18 must have a parent complete the form.

Who needs a membership account photo on file?

-All members age 8 and older must have a picture taken.

What areas will members have access to?

-Ages 12 and older will have access to the Wellness Center, gymnasium, family locker rooms and the bathrooms located in the south hallway. Ages 0-11 have access to the gymnasium, family locker rooms and the bathrooms located in the south hallway ONLY. Members age 12-17 MUST be supervised while using the Wellness Center.

How much will it cost?

-There will be a \$2/month fee for each member ages 12 and older that chooses to utilize 24 hour 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. Y members 12 and older will be required to sign a 24 hour access waiver.

Who needs to scan their key fob when entering?

-All members 12 and older must scan their own key fob upon entering. The door controller gives an audible beep when it registers the key fob for access. Youth age 0-11 must enter with a parent on the SAME family membership account and do not have to scan a key fob to enter.

What if my key fob is lost or damaged?

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

Will members only need 1 key fob per family?

-No. Each member 12 and older 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 staff (all full and part time) will receive 24 hour 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 fee.

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

-We highly recommend that members exercise with other 24 hour access members when using the facility outside of staffed hours. The YMCA we will not have any staffing assistance outside of advertised hours of operation. There will be an emergency phone in the Wellness Center and at the welcome 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 YMCA of the Northwoods with them outside of advertised hours of operation?

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

What are the safety and security measures for the facility?

-The YMCA of the Northwoods facility 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 longer/extended hours.

Can the key fob be erased by certain scanning systems?

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