



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# HAPPY MEMBERS

## MEMBERSHIP FREQUENTLY ASKED QUESTIONS



| QUESTION  | ANSWER   |
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| <b>Which membership is right for me/my family?</b>              | We have a variety of membership types including Single Adult Family, Family, Adult, Active Older Adult, Active Older Adult Couple, College, Teen, and Youth.   |
| <b>What is included in my membership?</b>                       | The use of the entire facility is included with your membership. The use of the pool, group fitness classes, child watch services, orientation to the Wellness Center, and use of the five other branches in the Lehigh Valley, as well as any Y throughout the United States.   |
| <b>Why do I have to pay extra for certain programs/classes?</b> | Programs and classes are an extra fee due to the cost incurred with program supplies and staff. We strive for excellence in our environment, as well as high-quality instruction.  |
| <b>Is personal training included in a membership?</b>           | Personal Training is a separate program. You will receive a complimentary 30-minute consultation with a Personal Trainer. During this session, you will discuss your health and fitness goals. The Trainer will help you determine the best type of Personal Training package to purchase based on your goals, health history, and your availability. Ask a Wellness Staff Member for more info. |
| <b>When is my payment due?</b>                                  | All monthly payments are on an automatic draft from either a credit card or a checking account. The monthly fee will be drafted on the first day of every month.   |

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**Why can I not pay month-to-month?**

Payment is due on the first of each month – auto draft allows for payment to be received without an interruption in membership.

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**At what age is my child allowed in the building alone?**

Children ages 14 and older are permitted in the building without the accompaniment of an adult. Children under the age of 14 will need to be always supervised by an adult 18 or older in the building.

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**At what age can my child use the Wellness Center?**

**Wellness Center:** Children ages 14-years and older are permitted to use the equipment on their own. Children ages 12 and 13-years old are welcome to exercise with an adult after attending a WOW Me! (Workout with Me) orientation session with a Wellness Coach.

**Group Fitness:** Children who are ages 14-years and older may attend Group Fitness classes (dependent upon height for the bikes in Indoor Cycling) if they have an active membership.

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**Can I put my membership on hold?**

The Greater Valley YMCA offers holds to members experiencing a medical condition or medical emergency impacting their ability to participate in YMCA activities. Documentation from the physician managing the medical issue is required. Holds cannot last longer than six (6) months.

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**Why do I have to pay a joiner's fee?**

Joiner's fees allow for the sustainability of membership and maintain our facilities and staff.

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**Can I bring a guest free of charge?**

Guests are welcome to purchase a Day Pass for \$12 per visit. Guests 18 years and older are welcome to visit the Y. Guests under the age of 18 may be accompanied by a responsible adult 18 years and older. The adult must accompany the youth guest for the entirety of the visit.

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**Are their babysitting services available for my children while I work out?**

Yes, we offer Child Watch for parents/guardians that are in need of temporary care of their child while in the building. The service is included with your membership. Currently, you must call to make a reservation to use the service.

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**Is the outdoor pool membership included in this membership?**

No, the outdoor pool membership is separate from the Y membership; however, as a Y member, you can receive a discount on the outdoor pool membership.

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**What insurance-based memberships are accepted at the Y?**

SilverSneakers® and United Healthcare Renew Active participants are welcome to join the Greater Valley YMCA. Those with an eligible Medicare plan from United Healthcare can receive a YMCA membership at no additional cost to them.

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**What if I cannot afford to pay for a membership at the Y?**

The Y welcomes everyone and offers financial assistance to qualifying applicants. Please inquire at the Welcome Center for the application or visit our website [www.gv-ymca.org](http://www.gv-ymca.org) to download the application.

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**Are reservations required at the Y?**

Reservations are required for the pool, group exercise classes, racquetball, and child watch.

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**Additional questions?**

Contact:  
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