



Winona Family YMCA FREQUENTLY ASKED QUESTIONS

Detailed policies and the Member Handbook can be found here:
<https://winonaymca.org/policies>

FACILITY

When did our Y open?

The original Winona Family YMCA was founded in 1886. Our current facility opened in January 2021.

What is the size of the pool?

- Length: 25 yards
- Temperature of pool: 84 degrees
- Depth: Zero-depth, all-abilities accessible ramp to shallow end; 3.5"–8.5" deep
- Temperature of whirlpool: 104 degrees

How much is it to have a birthday party at the Y?

A party at the Y is so much fun! We have several rentable spaces and also offer after-hours rentals. Because of the a la carte options, pricing varies. Please take a look at our rental information at: <https://winonaymca.org/programs/community/rentals-parties> or click [here](#)

Is there someone who can show me how to use some of the equipment?

Yes! We have wonderful staff who are happy to help you learn how to use the different cardio and weight machines. You can sign up for a free equipment orientation [here](#) or visiting <https://winonaymca.org/programs/health-wellness/personal-training>

Can my child use the equipment in the Wellness Center?

Depending on the age of the child, yes. Children 12–15 must be under direct supervision by an adult when in the Wellness Center, unless they have passed the [Teen Weight Room Orientation](#). Under 12 years of age is not permitted in the Wellness Center, even with an adult. 16 & 17 year olds are allowed to use the Wellness Center without an adult and without the Teen Weight Room Orientation, but should they want one, they can get signed up [here](#) or by visiting <https://winonaymca.org/programs/health-wellness/personal-training>

Can I ____ in the Racquetball/handball courts?

Allowed Activities

- Racquetball & handball
- Stretching & mat work
- Soccer
- Volleyball
- Dodgeball
- Tennis
- Dance
- Pitching practice with rubber or foam ball
- Batting practice with wiffle ball bat and rubber or foam ball

Prohibited Activities

- Street shoes
- La Crosse
- Dumbbells & hand weights

GENERAL

I want to bring my grandchild to the Y, can I sign the Liability Waiver for my grandchild?

No, for legal reasons the Liability Waiver needs to be completed by the [legal parent/guardian](#) of the child.

Why is a photo ID required to use the Y for the day?

A photo ID is required for anyone 18+ to access the facility with a Day Pass or a Guest Pass, or at membership sign up. This is for safety reasons as well as unauthorized opening of accounts.

How do I know if a fitness class gets canceled or the pool closes unexpectedly?

Please consider signing up for specialized NewsBlasts to keep you updated on unplanned class cancellations and pool closures. You can sign up on our website under "About" and "About the Y" or by visiting <https://winonaymca.org/about-y> or by clicking [here](#).

I'm not a member, but I'd like to be updated on upcoming programs and events at the Y. How do I do that?

When a member provides us with an email address we automatically enroll them in our monthly digital newsletter. Non-members can sign themselves up for this newsletter as well. They can also sign up for specialized notifications called NewsBlasts that will update of unexpected cancellation and pool closures. You can sign up on our website under "About" and "About the Y" or by clicking [here](#).

How much are fitness classes for non-members?

For regular classes on the fitness or pool schedules there is not an additional charge for the class. Non-members are able to utilize the facility as a member with the purchase of a Day Pass or usage of another member's Guest Pass. Specialty fitness classes such as Box Fit that require registration may carry additional fees.

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MEMBERSHIP

How long is my membership contract?

Our memberships typically run monthly or annually, but there is no required length of membership, we just ask that cancellation requests are received by the 20th of the month prior to the month you wish to cancel. For example, if you would like to cancel your membership effective November 1, the YMCA will need your cancellation notice by October 20.

How can I cancel my membership?

Cancellations can be made through our website (Forms at very top menu) or by clicking [here](#). Cancellations can also be submitted at the Member Services desk. We do not take cancellation requests via phone. Please note that cancellation requests must be received by the 20th of the month to cancel for the following month.

I'm a member and I'd like to add on towel service, 24/7 Access, coffee or Locker Rental, how do I do that?

Come visit the friendly staff at the Member Services front desk. They can provide you with a Change Form to add or remove specific services.

I'm being charged prorated dues, what are they?

Our memberships run from the first day of the month to the last day of the month. When a member joins after the 1st, they are not charged the full monthly rate, they are charged a partial amount from the day they join to the end of the month. These are called prorated dues. The full amount will then draft on the 1st day of the next month.

24/7 Access

Why isn't my 24/7 Access working?

- 24/7 Access can take up to 72 hours to activate once added onto a membership.
- If your 24/7 Access is not working, there may be an issue with your account, for example, an incomplete or illegible waiver, payment issues, policy violation, etc. Please contact Member Services if there is an issue with your access.

I'm a member at a different YMCA but come here with Nationwide Access, can I have 24/7 Access?

- 24/7 Access is available to non-members for a fee of \$15/day. Please inquire with Member Services about the requirements for non-member 24/7 access.

Can I use my Guest Passes to bring in friends during closed hours?

- Guests are not allowed after hours; Guest Passes may not be utilized outside regular business hours.
- If a guest would like to get 24/7 access for a daily fee, that is now an option for \$15/day. Please inquire with Member Services about the requirements for non-member 24/7 access.