

FOOTHILLS AREA YMCA



WELCOME

We're glad you're here!

MEMBER HANDBOOK

At the Foothills Area YMCA, we're more than a gym. We're a community committed to strengthening the foundations of healthy living, youth development, and social responsibility. Thank you for being a part of our Y family.



MISSION

To develop the full potential of every individual through programs that build healthy spirit, mind, and body for all.



VISION

A healthier, engaged community and a sustainable YMCA.



VALUES

Caring, Honesty, Respect, Responsibility

HOURS OF OPERATION

FACILITY HOURS

MON-THUR

5:30 am-9:00 pm

FRI

5:30 am-8:30 pm

SAT

7:00 am-5:00 pm

SUN

1:00 pm-5:00 pm

CHILD WATCH HOURS

MON-THUR

8:00 am-12:00 pm & 4:25 pm-8:00 pm

FRI

8:00 am-12:00 pm & 4:25 pm-6:30 pm*

SAT

8:00 am-12:00 pm

SUN

Closed

*Child Watch closes at 5:30 pm during Parents' Night Out.

Refer to our website for all schedules including the pools and gymnasium.



GOOD TO KNOW

- ✓ The pools close 30 minutes before the facility each day.
- ✓ Facility hours may vary during holidays. Visit our website for more information.
- ✓ Weather-related updates are posted on our social media channels, through push notifications, and on our Pool Hotline by calling 864-571-9622, pressing 2, then 1.

STAY CONNECTED



/foothillsareaymca

This handbook summarizes major facility guidelines. The YMCA reserves the right to modify hours, fees, and policies at any time. For the most up-to-date information, please visit our website.

Visit us online:
faymca.org



GETTING STARTED at the Y

Whether it's your first visit or you've been here for years, here's everything you need to know to feel confident, comfortable, and connected at the Foothills Area YMCA.

GETTING STARTED



DOWNLOAD THE APP

Our app puts everything at your fingertips. Search for "Daxko" in the AppStore or Google Play.



MEMBERSHIP CARD

Members ages 13+ receive a membership card to use at check in. Cards are non-transferable and may require Photo ID to verify membership.



CHECK SCHEDULES

Find classes and programs that fit your lifestyle and wellness goals.



NATIONWIDE MEMBERSHIP

Qualified memberships include access to participating Ys nationwide when you travel.



GUEST POLICY

Guests are welcome! All guests must present a valid photo ID, complete a waiver, and pass a registry screening. Fees apply.



MEET A FITNESS COACH

Start your wellness journey with a complimentary fitness orientation through FitQuest.



GROUP EXERCISE

Register in advance when required. Please wait until the previous class has ended before entering the studio.



GIVE BACK

Volunteer and support causes that make an impact in our community.

USING THE FACILITY



DRESS CODE

Appropriate athletic attire is required at all times.



LOCKERS & BELONGINGS

Lockers are for day use only and are emptied nightly. Bring your lock or purchase one at the front desk. Leave valuables in your car.



FOOD & DRINKS

Food and beverages are permitted only in designated areas such as the lobby.



PHOTOGRAPHY & DEVICES

Cell phones, cameras, and recording devices are strictly prohibited in locker rooms and restrooms. Use headphones for calls and music in workout areas.



PARKING

Park only in designated areas and help us keep emergency access routes clear.



SAFETY FIRST

Report unsafe conditions, cover open wounds, and stay home if you are not well.



LOST & FOUND

We are not responsible for lost or stolen items. Please check the front desk if you misplaced an item.



SMOKING & VAPING

Smoking or vaping are not permitted in and around the facility including parking lots.



We're Here to Help!

Our Welcome Center team is happy to answer your questions and help you make the most of your Y membership.

Visit or call us anytime!

370 Memorial Dr., Seneca | 864.571.9622



YOUR MEMBERSHIP



PAYMENTS

Membership dues are paid through automatic Electronic Funds Transfer (EFT). Drafts occur on either the 1st or 15th of each month.

- Keep a valid payment method on file.
- Cash/check payments must be paid at least 3 months in advance.
- Month-to-month cash/check payments are not accepted.
- Memberships may also be paid quarterly, semi-annually, or annually.
- No discounts are offered and no refunds are issued for prepaid memberships.



MAKE THE MOST OF YOUR MEMBERSHIP

Your membership includes access to more than just a fitness center.

Included with membership:



Two indoor pools



Indoor splash pad



Gymnasium



Indoor walking track



Land & water group exercise classes



Wellness coaching through FitQuest



Child Watch for Family memberships



Nationwide Y access for qualified members



Exclusive savings on select programs

Some amenities, programs, or spaces may have age requirements, schedules, or additional registration.



HOLDS

We understand that life happens.

- Membership may be placed on hold for up to 2 months per calendar year and facility access is suspended during the hold.
- Hold requests must be submitted in advance and cannot be applied retroactively.
- Membership automatically resumes at the end of the approved hold period.

EXTENDED HOLDS: Longer holds may be considered for medical conditions, military deployment, or other approved situations. Supporting documentation may be required. Questions? Contact Tori Banning at tbanning@faymca.org.



CHANGES & CANCELLATIONS

A written 30-day notice is required for all membership changes or cancellations.

- If notice is not received, one additional month's dues will be drafted.
- Membership fees are non-refundable except for qualifying medical or military relocations with appropriate documentation.



MISSED PAYMENTS

If two consecutive membership drafts are unsuccessful:

- Membership will be terminated.
- To reactivate, the applicable join fee, and past dues must be paid.
- A \$20 decline fee will be added for all missed membership payments.



FINANCIAL ASSISTANCE

Everyone deserves the opportunity to belong. Our Financial Assistance Program helps qualifying individuals and families with membership and program fees. Applications are confidential and based on household need.

Learn more at faymca.org/financial-assistance or visit the Welcome Center.

YOUTH & FAMILY GUIDELINES



From your child's first swim lesson to after school care and family activities, the Foothills Area YMCA is here to support every stage of your family's journey.

CHILD WATCH

Need a little time to work out? Child Watch is available for eligible Family Memberships, giving parents the opportunity to enjoy the YMCA while their children are cared for in a safe, engaging environment.



CHILD WATCH GUIDELINES

- Available only while the parent or guardian remains in the facility.
- Children must be checked in and out by a parent or authorized guardian.
- Check-in is not available within 15 minutes of closing.
- Child Watch is closed on major holidays and holiday mornings when the facility closes at noon.
- Space may be limited during busy times.



For current hours, age requirements, and additional guidelines, visit the Welcome Center or faymca.org.



FITNESS CENTER ACCESS

AGE	ACCESS & GUIDELINES
10-11 YEARS OLD	• Use cardio equipment after completing a Kids Cardio session. • Parent or guardian must remain in the fitness center. • Participate in select group exercise classes with a parent. • Be at least 52" tall for cycling classes.
12-14 YEARS OLD	• Use selectorized strength equipment. • TeenQuest is recommended. • Free weights after completion of eight trainer-led sessions and staff approval.
15 & OLDER	Full access to all fitness equipment and group exercise classes.



Questions? A fitness staff member will be happy to help determine appropriate equipment & programs.



YOUTH FACILITY ACCESS

- Children under 13 years of age must be supervised by a parent or responsible adult while in the facility unless participating in a supervised YMCA program. Youth age 13+ may utilize the facility unaccompanied.
- Parents and guardians are responsible for ensuring children follow YMCA policies and staff directions while visiting the facility.

POOL GUIDELINES



Safety is our highest priority around the water.

- Children under 4 years old must be accompanied in the water by a parent or guardian (18+).
- Children wishing to swim in deep water must pass the swim test and wear their designated wristband. Non-swimmers must wear a Coast Guard-approved life jacket.
- Lifeguards have final authority regarding swimmer safety.
- All posted pool rules must be followed.



Current pool schedules are available online and at the Welcome Center.

LOCKER ROOMS & RESTROOMS

To help ensure everyone's privacy and comfort:

- Ages 13 years and older are permitted without supervision.
- Members 5 years and older should use the locker room that corresponds with their sex assigned at birth.
- Parents with children 12 years and under are encouraged to use one of our private family restrooms whenever possible.
- Children ages 0-12 must be directly supervised by a parent or guardian while using locker rooms.
- Three family restrooms with showers are available in the lobby.



Please respect the privacy of others while using locker rooms and changing areas.



FAMILY TIP

The YMCA offers much more than a place to work out! Ask about swim lessons, youth sports, after school care, summer camp, family events, and other programs designed to help your family stay active, connected, and healthy.

MORE THAN A MEMBERSHIP

The Foothills Area YMCA offers programs and services that support healthy living, strengthen families, and improve the well-being of our community.

OUR MISSION IN ACTION



We strengthen our community by improving health, building confidence, and creating opportunities for everyone to thrive.



COMMUNITY HEALTH PROGRAMS



CANCER RECOVERY

LiveStrong at the YMCA
Evidence-based program that helps adult cancer survivors regain strength, reduce fatigue, and improve quality of life.



PARKINSON'S PROGRAMS

Rock Steady Boxing & Pedaling for Parkinson's
Programs that help improve mobility, balance, and quality of life.



CHRONIC DISEASE PREVENTION

Blood Pressure Self-Monitoring & Diabetes Prevention Program (DPP)
Build skills and habits for a healthier future.



HEALTHY LIVING

Exercise is Medicine and other wellness initiatives
Helping individuals move more, feel better, and live healthier lives.

SOMETHING FOR EVERYONE



AQUATICS

- Swim Lessons
- Lap Swimming
- Water Fitness
- Family Swim
- Splash Pad
- Swim Team



HEALTH & WELLNESS

- Group Exercise Classes
- Personal Training
- Fitness Coaching
- Small Group Training
- Strength & Cardio Equipment
- Indoor Walking Track
- Functional Training



YOUTH DEVELOPMENT

- Child Watch
- After School
- Camp
- Youth Sports
- Teen Programs



ACTIVE OLDER ADULTS

- Center for Active Living
- Social Activities
- Health Programs
- Indoor Walking Track
- Community Connection
- Meals and Clubs



FAMILY CONNECTION

- Family Activities
- Special Events
- Member Challenges
- Community Impact
- Volunteer Opportunities



“I feel fortunate to have been given the opportunity to have a better quality of life.”

Ginny
Rock Steady Boxing Participant

We're with you every step of the way.

Whether you're looking to prevent illness, manage a condition, or simply live a healthier life, we're here to support you.

Ask our Community Health team how we can help.



MEMBER CODE OF CONDUCT

At the Foothills Area YMCA, we are committed to providing a safe, welcoming, and inclusive environment where everyone feels respected and valued.



OUR CORE VALUES



CARING

Show kindness and compassion to everyone.



HONESTY

Be truthful and uphold the highest standards.



RESPECT

Value all people and treat others with dignity.



RESPONSIBILITY

Take ownership of your actions and help our Y thrive.



WE ASK EVERY MEMBER TO...

- Be considerate of members, staff, volunteers, and guests at all times.
- Follow staff directions and YMCA policies.
- Wipe down equipment after use and return items to their proper place.
- Clean up after yourself and respect our shared spaces.
- Report unsafe conditions, maintenance concerns, or policy violations.



HELP KEEP OUR YMCA SAFE

- Weapons of any kind, including concealed or open carry with the exception of law enforcement with proper credentials, are not permitted in YMCA facilities or on YMCA property.
- Theft, vandalism, or intentional damage to YMCA property is prohibited.
- The use or possession of illegal substances, tobacco including e-cigarettes, or alcohol is prohibited. Participation in programs will not be allowed while under the influence.
- Profanity, vulgarity, or disruptive conduct is not permitted.
- No photographing or recording others without permission.
- Sexual behavior or activity is not permitted.
- In case of an emergency, follow staff instructions immediately.
- No bullying, violence, or harassment.



RESPECT OUR SHARED SPACES

- Wear attire suitable for a family-friendly environment. Closed-toe shoes and full shirts are strictly required in the Fitness Center (no sandals, flip-flops, or exposed midriffs). Footwear must be worn throughout the facility at all times. No skates/roller shoes.
- Handle all equipment and YMCA property with care.
- Return equipment and dispose of trash properly.
- Be mindful of noise, space, and the comfort of others.
- Do not monopolize equipment or spaces during busy times.
- Members are financially responsible for any intentional or reckless damage caused to YMCA property.



SAFETY POLICY: SEX OFFENDER SCREENING

To help provide a safe environment for children, families, and all members, the Foothills Area YMCA conducts regular screenings through the National Sex Offender Registry. Individuals listed on a sex offender registry, or who pose a risk to the safety of our members, staff, volunteers, or guests, may be denied membership, participation, or access to YMCA facilities and programs.

Violation of the Member Code of Conduct, loitering, or certain felony convictions may result in a verbal warning, immediate removal from the premises, suspension of privileges, or permanent revocation of membership.

OUR COMMITMENT TO SAFETY

The Foothills Area YMCA is committed to providing a safe, nurturing environment for all children, members, participants, and guests. We follow industry-leading standards and best practices to protect youth and support their growth and well-being.



— ACCREDITED BY —
PRAESIDIUM
— 2026-2029 —

Praesidium is a national leader in abuse risk management. Our accreditation demonstrates our commitment to preventing abuse and maintaining a safe environment. We achieve this through:



**Risk Assessment
& Management**



**Staff & Volunteer
Screening**



**Training &
Education**



**Comprehensive
Policies**



**Ongoing
Monitoring**



**Continuous
Improvement**



INTERACTING WITH YOUTH

We ask all our members to help create a safe and respectful environment by following these guidelines and setting a positive example for youth.

PLEASE DO:

- Treat all youth with respect and kindness.
- Use appropriate language and be a positive role model.
- Encourage and support youth in a positive way.
- Respect personal boundaries and give space.
- Report any concerns to a staff member.

PLEASE DON'T:

- Use inappropriate language or make sexual jokes.
- Engage in rough play, horseplay, or physical contact.
- Be alone with a child in a private or enclosed area.
- Enter the designated activity space or Child Watch areas unless you are a registered participant, a parent/guardian checking a child in/out, or authorized staff.
- Take or share photos or videos without permission.
- Ignore or dismiss concerning behavior.



KNOW

Understand the signs and risk of abuse



SEE

Recognize warning signs & inappropriate behaviors



RESPOND

Know how to report suspicions or allegations of abuse

Reporting concerns is essential to maintaining a safe environment. Members, participants, guests, parents, and staff should promptly report any incidents or suspicions of inappropriate behavior. All submissions will be kept confidential.

Reports involving child abuse:

- Call 911 to report immediate danger.
- To report suspected abuse or neglect of a child or vulnerable adult, call SC DSS 24 Hotline at 1-888-227-3487

Questions or concerns about staff, volunteers, or other program participants:

- Reporting phone number for the Foothills Area YMCA: 864-280-7658
- Reporting email for the Foothills Area YMCA: abuseconcerns@faymca.org
- Praesidium 24/7 Helpline: 855-347-0751

If you see something, say something.

The safety of children is everyone's responsibility.

faymca.org/child-safety