



FAQ

24-Hour Access Frequently Asked Questions

Who can register for 24-hour facility access?

- 24-hour access is available to adults, ages 18 and older, and who are in good membership standing.

How can I register for 24-hour access?

- Qualifying members may sign up at the Y's Membership Services desk during staffed membership hours. You must sign a 24-hour access Code of Conduct agreeing to abide by our policies.

Is the facility staffed when I use my 24-hour access outside of business hours?

- Our facility is staffed during operating hours only. There will be no staff available to assist members after hours. We also highly recommend that members exercise with other 24-hour access members when using the facility outside of staffed hours.

What guidelines do I need to follow?

- The YMCA has a strict honor code based on our values of caring, honesty, respect, and responsibility. If a member fails to abide by the policies established or follow member conduct guidelines, their 24-hour access and their membership will be revoked without refund. Violations of the Honor Code with trespassing, theft, and other crimes will lead to prosecution.

How do I enter the facility after hours?

- After regular building hours, members will scan their assigned barcode to unlock the main entrance and track their attendance. You do not need to scan again once inside the building.
- When entering and exiting the facility, please ensure the door closes behind you. Do not hold the door for anyone, as each person will need to use their own scan tag. For your safety, the Y monitors who is always in the building.

What areas will I have access to?

- Members will have access to the Wellness Center and restroom(s). Access to the indoor running track will be available at the Jackson R. Lehman & Jorgensen locations only. All other areas of the facility will be closed, including the locker rooms. 24-hour access members must remove their belongings out of the locker rooms before the Y closes as Y staff will restrict access during their closing procedures.

Does it cost extra for Y members to have 24-hour access?

- Yes, there is an additional fee of \$4.99/month. The fee will be added to your monthly draft fee or one-time annual payment for annual paying memberships.
- To cancel the 24-hour access add-on, members must notify the membership staff prior to the 25th of the month to cancel and stop future drafts.

Can guests or visiting YMCA members use 24-hour access?

- No, only YMCA of Greater Fort Wayne members will have access. Individuals with a day pass, short-term memberships, Nationwide members, and visiting guests are unable to apply for access.

Will members only need one 24-hour access upgrade per household?

- No, each individual adult will need to register and add the monthly fee to be able to access the facility after hours.

Can I bring my child with me?

- No, 24-hour access is only for members who are 18 years and older. We encourage your children to come along during normal operating hours.

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

- Members with 24-hour access cannot grant access to other individuals, even if they are 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 membership.

What are the safety and security measures for the facility?

- The facility is monitored by a video surveillance system for security purposes. However, the surveillance system does not provide staffing assistance for any emergency that might arise. Staff will review the video on a daily basis to address any security concerns and monitor for appropriate usage.
- In the event of an emergency, a phone (dial 9-911), first aid kit, and AED are available. Snow removal will not be completed until regular business hours and dependent on weather conditions. During inclement weather, you may still access the facility after hours, but at your own risk.

Why are you implementing 24-hour access?

- To provide our members with an added benefit and in response to member feedback asking for longer/extended hours.

As a current member, what must I do to gain access to 24-hours?

- You must be at least 18 years old.
- Upgrade your membership to 24-hour access for \$4.99 per adult/month. (First responders receive this membership add-on at no additional cost.)
- Register and sign the 24-hour access release of liability and assumption of risk waiver.
- Update your member photo.
- Complete a staff guided orientation/tour on 24-hour access and sign the 24-hour access Code of Conduct.
- Receive your authorized scan tag for after hour access.

Are members with financial assistance eligible for 24-hour access?

- Yes, however there is no discount for the additional monthly fee.

Can I purchase a 24-hour access only membership?

- No, 24-hour access is only offered to active members to add-on to their current membership type.