



# 24/7 ACCESS

## STEPHENS FAMILY YMCA: YMCA EXPRESS

### ANSWERS TO FREQUENTLY ASKED QUESTIONS

#### Who's eligible for 24/7 access at YMCA Express?

To receive 24/7 access to YMCA Express, you must be a Stephens Family YMCA member in good standing. Nationwide members are not eligible for access.

All 24/7 members need to sign an agreement, activate their key tag for entry, and add monthly access to your membership. Any breach to the agreement will result in an immediate suspension of YMCA Express privileges.

#### What are the age requirements?

Members ages 18 & up are eligible to have 24/7 access to YMCA Express.

#### What areas do members have access to?

You are able to use the fitness equipment, restrooms and daily lockers any time the Stephens Family YMCA is closed (including holidays).

We suggest that you do not use the lockers if you are concerned about getting locked out.

#### How much does it cost?

There is no activation fee for your key tag. The only cost to you each month will be a \$5/unit add-on to your membership.

#### Can I bring a guest?

No guests are permitted. Members with YMCA Express access cannot bring guests. Nationwide members are not eligible for 24/7 access.

#### How do I access the facility?

Members using YMCA Express will have a key tag to enter the facility. Please use the designated YMCA Express access entrance on the west side of the building.

Every YMCA Express member is required to scan themselves separately. Your key tag is unique to you and will only allow access as long as your membership remains current.

Please allow the door to close behind you before allowing the next person to scan in for access.

#### Will staff be available?

Staff will be on site at YMCA Express at the following times:

- Monday-Friday: 9AM-1PM & 5PM-9PM
- Sunday: 8AM-11AM

Please note that staff hours are subject to change. For all other hours, no staff or emergency assistance will be on-site, but the following resources are available:

- Phone that dials out to 911
- AED
- First Aid Kit



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## What equipment is available?

The new YMCA Express will feature state-of-the-art equipment, including:

- An EGYM circuit
- Ten pieces of cardio equipment (treadmills, ellipticals, stair-steppers, and recumbent bikes)
- Fifteen pieces of Matrix weight equipment
- Dumbbells
- A designated stretching area
- A Smith machine

## Will EGYM be at YMCA Express?

Yes, an EGYM circuit will be available at YMCA Express. The machines and sequence order will mimic the Stephens Family YMCA's line.

However, EGYM initial assessment and onboarding **MUST** be completed at the Stephens Family YMCA branch. Contact our Member Service desk to schedule your onboarding appointment.

## Are there showers or locker rooms at the YMCA Express?

No, this location does not have showers or locker rooms. Just bathrooms, and a clean, simple space to work out.

## What happens if I lose my key tag?

If your membership key tag is lost or damaged, please visit the Member Services Desk.

Our team will assist you with downloading our free Daxko mobile app and adding your scan tag number to it for easy access. Please note: Key tags are for individual use only and should not be shared with other members.

## What safety measures are in place?

A video recording system is in place that will be reviewed daily to address security concerns and monitor usage.

For your safety, we highly recommend that you exercise with another member who has Y Express access.

## What if I have additional questions?

Feel free to check out our YMCA Express website for more information. The website URL can be found at the bottom of this page.

You can also contact our Senior Membership Director, Lexie Zebe: [lexie@ccymca.net](mailto:lexie@ccymca.net)