KidZone Reservation FAQs

What if I am having trouble reserving a spot in KidZone online?

Visit the Front Desk at your Y and ask for assistance with creating a reservation.

Does Kid Zone require a reservation?
Yes, at this time, ALL children at ALL branches will require a reservation to attend.

When can I reserve a spot in Kid Zone? When do reservations open?
Reservations for all time spots will open 47 hours in advance. Reservations are made on a FIRST COME, FIRST SERVED basis.

Does the reservation system close at any time prior to the class start time?
Reservations will close 15 minutes prior to start time. After this time, members will no longer be able to make reservations.

How many reservations can I make? Can I reserve spots for someone else while I make my reservation?

Every child must have a **separate** reservation to attend. Only family members can make reservations for their child.

How will I know if my spot is reserved?
You will receive an email confirming your registration.

What if I need to cancel my reservation?
If you need to cancel, please do so as soon as possible to allow other members the opportunity to bring their child to KidZone. Reservations can be canceled by calling the YMCA or by following the steps in your email confirmation.

Is there a penalty for making a reservation and not showing up to Kid Zone?
We are hopeful that members will be respectful of the need to make reservations for Kid Zone. However, should branches notice a member abusing the system, they may see the need to have a discussion with him or her. These incidences will be handled on a case-by-case basis.

If Kid Zone is not full but I don't have a reservation for it, can I still bring my child?
Yes! You are welcome to bring your child as a walk-in if Kid Zone is not full. If Kid Zone is full and you don't have a reservation, your child won't be able to attend.

Is there a limit as to how many reservations I can make in one day?
At this time, family members are limited to 1 reservation per child, per day.