

YMCA Membership Agreement and Policies

1. Purpose and Values: As a YMCA member, I commit to upholding the YMCA's Core Values: Caring, Honesty, Respect and Responsibility. Membership at the YMCA welcomes individuals of all backgrounds and promotes a supportive, safe and welcoming environment for all.

2. Membership Categories and Definitions:

- **Youth:** Birth through high school
- **Young Adult:** Out of high school through age 29
- **Adult:** One individual age 30-64
- **Household:** Two adults of any relationship status plus their dependents (as claimed on federal taxes) through age 23
- **Senior:** One individual age 65+
- **Senior Household:** Either one senior (65+) and one adult, or two seniors of any relationship status plus their dependents (as claimed on federal taxes) through age 23.

3. Household Add-ons: Household and Senior Household memberships may add non-dependent adults (ages 18+) for \$25/month per additional adult. Non-dependent children (under age 18) temporarily visiting (up to three months) may be added for \$10/month per child. All add-on members must reside at the same physical address.

Insurance-based memberships, such as Silver Sneakers, Renew Active and Silver & Fit, etc., do not qualify for add-on options.

4. Membership Category Changes: Upgrades/downgrades can be made at any time. No additional fees apply beyond adjusting the monthly rate difference. If the new membership category results in a rate increase, payment for the prorated monthly rate will be immediately due for payment. Downgrades will take effect with the start of the next calendar month.

5. Joiner Fee: A non-refundable joiner fee may be required at the start of a new membership. If membership lapses and you rejoin later, the joiner fee will be required again.

6. Payment Authorization and Policy: By enrolling in a monthly draft membership, I authorize the YMCA to automatically charge my credit card or bank account each month for my membership dues until I submit a cancellation request. This authorization remains active until revoked in writing.

Upon membership activation, the joiner fee (if applicable) and prorated dues for the remainder of the current month must be paid. Beginning with the start of the next calendar month, the membership will bill automatically on the 1st of each month and will cover the calendar month's membership dues in which it is billed.

If a payment is returned or declined, the YMCA may retry the transaction. A returned payment fee of up to \$30 will apply. Failure to resolve payment issues may result in membership suspension or termination. Payments not resolved must be paid before membership can be restarted.

7a. Future Rate Adjustments: Membership rates are subject to change. Members will receive at least 30 days' written notice before any rate increase takes effect.

7b. Membership For All Adjustments: Members receiving discounted membership rates through Membership For All (MFA) who are subject to review of financial documents during the September renewal window agree to an automatic rate increase of 20% effective for November if renewal information is not received before the close of business on October 31. The rate increase will remain effective until renewal information is received by the Y. Notification will be provided a minimum of 14 days prior to the adjusted rate taking effect.

7c. Age Benchmarks: Members who reach age benchmarks (available above #2 - Membership Categories and Definitions) that moves them into a different membership category will have their membership rate adjusted to the appropriate category the next month following their birthday. Notification will be provided at least 14 days prior to the adjusted rate taking effect.

7d. Discount Removal: Upon the Y receiving notice that members who receive discounts via their workplace (corporate membership discounts) - or other discounts - and no longer qualify for said discount, the membership rate will be adjusted accordingly. Notice will be given at least 14 days prior to the adjusted rate taking effect. Memberships will not be terminated unless communicated by the member prior to close of business at the end of the month.

8. Membership Holds: Memberships may be placed on hold for a minimum of one month, with no maximum duration, for \$5 per month. Membership categories that do not have a joiner fee can go on hold with the \$5 monthly hold fee waived. During the hold period, facility access is paused. Membership resumes automatically at the end of the hold period at the current membership rate. The joiner fee will not be charged when the membership reverts to active status after coming off of an existing hold.

9. Membership Cancellation: Monthly memberships may be cancelled at any time without a contract or cancellation fee. Cancellation requests must be submitted by the last day of the month to prevent charges for the following month. There are no prorated refunds for the remainder of the month in which the termination is received. All terminations will take effect at the end of a calendar month.

For annual-paid memberships, terminations will take effect at the end of the paid term. Refunds for memberships are limited to the three most recent months, and exceptions require approval from YMCA management. Medical documentation may be required in certain cases.

Cancellations may be submitted in-person, or by phone or email during business hours or anytime online via your YMCA account at <https://www.doorcountyyymca.org/myaccount>

10. Membership Card/Access Policy: Members must present their membership card or digital barcode in the YMCA app for entry. Cards are non-transferable. Misuse of membership cards or violations of the YMCA Code of Conduct may result in suspension or termination of membership.

11. Photo Policy: All members must have a current photo on file attached to their membership record. Members who decline must present a valid government-issued photo ID upon each visit to the YMCA.

12. Photo and Talent Release: I grant permission for the YMCA to use photographs, video, or voice recordings of me for promotional and educational purposes without expectation of reimbursement.

13. Electronic Device Policy: For privacy and safety, use of any recording device, including phones, cameras, and video equipment, is strictly prohibited in YMCA locker rooms, restrooms and wellness centers.

14. Safety and Conduct Policies: The YMCA reserves the right to withhold, suspend, or revoke membership at its sole discretion to protect the safety, integrity, and values of the YMCA community. Decisions regarding membership status are final.

15. Zero Tolerance Policy - Registered Sexual Offenders: The YMCA is committed to maintaining a safe environment for all members. Registered sexual offenders are prohibited from participating in YMCA programs or accessing YMCA facilities. The YMCA conducts regular screenings and enforces this policy without exception. If you experience or witness behavior that makes you uncomfortable, you are encouraged to speak directly with the individual involved, or report the matter to a staff member or supervisor on duty.

16. Third-Party Cancellation Services Warning: Be aware of unauthorized third-party companies that claim to handle YMCA membership cancellations for a fee. The YMCA does not partner with these services. Membership changes or cancellations can always be managed directly with the YMCA at no additional cost.