



## Membership Policies

### Facility Access

- All members must scan their membership card at the Welcome Center desk to access YMCA facilities.
- Memberships in the YMCA of Broome County are **non-transferable**.

### Membership Term & Billing

- Memberships operate on a **month-to-month agreement** and renew automatically on the **first of each month** at the **current applicable rate** unless canceled by the member or the YMCA.
- If the YMCA changes the membership rate, members will receive written or email notice **at least 15 days** prior to the new rate taking effect.
- Members must notify the YMCA of any changes to **personal information, membership type, or billing methods** by the **30th of the month** for changes to take effect for the next billing cycle.
- A joining fee is required to join or rejoin the YMCA of Broome County.

### Cancellations

- Cancellation requests may be submitted **by mail, email, online form, or in person** at the YMCA Welcome Center.
- Cancellations must be received **no later than three (3) business days after the renewal takes effect**.
- Refunds for eligible cancellations will be issued within **ten (10) business days** of receipt of notice and prorated for services already provided.
- If cancellation is submitted within the **first thirty (30) days** of the initial join date, the YMCA will refund the initial membership payment.

### Refunds & Holds

- Requests for membership refunds must be submitted within **three (3) days** of starting or renewing a membership.
- Members may place their membership on **hold for up to six (6) months** for a **one-time \$25 fee**, paid in advance.
  - This fee is **waived** for members who provide documented medical reasons or for members **age 55 or older**.

### Financial Responsibilities

- If a member's bank or credit card company does not honor a payment, the member remains responsible for the outstanding balance **plus a \$30 declined payment fee** and any fees assessed by the financial institution.
- Membership may be **terminated** if the outstanding debt is not paid.

### Youth Supervision

- Parents and guardians are responsible for supervising their children at all times.
- Children **under age 14** may not be left unattended in the facility.
- Unsupervised use of cardiovascular equipment or free weights is **not permitted prior to age 14**.

### Code of Conduct

- The YMCA, founded on Christian principles, **prohibits inappropriate behavior and conduct**.