

## **Membership Policies**

- The Northfield Y is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs. We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others.
- Membership cards must be scanned at the front desk to access our facilities. The replacement fee for a lost card is \$2.
- Membership in the Northfield Area Family YMCA is non-transferable.
- Membership is non-refundable.
- Membership may be placed on hold for \$5 per month with a definite return date.
- Notification in writing seven (7) days prior to next billing date is required to terminate a membership. Faxes and e-mails to Member Services are acceptable forms of termination as well as filling out the Membership Change Form at the Y location. You must receive a confirmation e-mail or letter to confirm the termination request was processed.
- Seven (7) day notice required to change a membership. This includes upgrades or downgrades of a membership type and billing changes.
- Parents are responsible for the safety and supervision of their children at all times.
  - Children under the age of 12 years may not be left unattended in the facility.
  - Unsupervised workouts using cardiovascular equipment or free weights is not permitted prior to age 17 years without a waiver signed by the legal guardian and completion of YMCA fitness equipment orientation.
- Should any member debt not be honored by the member's credit card company or bank for any reason, the member is still responsible for that debt plus a service charge applied by the YMCA. This is in addition to any service fee the member's credit card company or bank may charge. The membership is subject to termination if the debt is not paid.

## **Refund Policies**

- The joiner's fee is non-refundable.
- Membership payments will not be credited or refunded for non-usage.
- Program fees will be refunded/credited if the YMCA cancels a program due to insufficient enrollment or if a member provides a doctor's note due to illness.
- A credit may also be issued for the following reasons:
  - If the YMCA is notified at least 1 week prior to class start date, 100% refund/credit.
  - Credits will be pro-rated based upon participation and all requests for refunds/credits must be approved by the program director.
  - Deposits specific to youth programs are non-refundable.

## **Summer Day Camp Refund Policies**

All withdrawals from a camp session and/or refund requests must be done in writing. The email address for withdrawals or transfers is [alison@northfieldymca.org](mailto:alison@northfieldymca.org). Our refund policy is as follows:

- 100% Full Refund given with written notice of cancellation by 8am Monday two weeks prior.
- 50% Refund given with written notice of cancellation by 8am Monday one week prior.
- No refunds or credits will be given after the one week prior deadline.
- We are unfortunately unable to provide refunds due to camper illness, absence, vacation, or inclement weather. This is due to having paid for staffing, snacks, transportation, and supply costs in ratio with the number of campers enrolled each camp day.