

SAFE & WELCOMING FOR ALL

YMCA of the EAST VALLEY

Membership Policy

Member Benefits

Everyone is welcome to visit and enjoy the YMCA, but as an Association Member, you'll experience a wider range of activities and benefits. Association members have the use of all available facilities at Redlands, Highland and San Bernardino YMCAs including many classes offered at no cost or a reduced rate. Participants in YMCA programs must have at least a Program Membership to participate in Y programs such as swim lessons, sports, dance and Camp Edwards.

Nationwide Benefit

Members are always welcome at other participating YMCAs when traveling outside San Bernardino County. Before traveling please stop by the front desk for more information.

Guest Privileges

All members are encouraged to bring guests to the YMCA. All guests must sign in at the Front Desk. Guest passes are limited to 7 consecutive days; per lifetime.

Financial Assistance

The YMCA provides financial assistance, based on need, to those demonstrating they are unable to pay in full. This is made possible by contributions of generous donors during our annual fundraising campaign. Please visit the Front Desk for more information.

Non-Sufficient Funds

All returned checks and/or unpaid ACH drafts will be handled through eCashFlow Systems (888-339-6062). A fee of \$25 will be assessed (or the maximum by law) and are due to the collection company prior to any further transactions.

Credits and Refunds

1. Membership

Cancellation – written notification is required to cancel membership. Cancellation must be requested by the primary account member and notification must be submitted 1 business day before the next draft.

Hold –Members may use the hold feature of their membership 2 times per calendar year. Members may only put their membership on hold for a total of 90 days during any calendar year and will be charged an administrative fee of \$10/month. Medical holds can be up to 6 months with a note from a doctor and no administrative fee will be applied.

Refunds – membership and joining fees are non-refundable.

2. Program

Cancellation – written notification is required to cancel program registration. Cancellation must be requested by the primary account member.

Refunds – If a member requests a refund before the first meeting of a class or program they will receive a 100% refund, minus the deposit. After the first meeting of a class or program, regardless of attendance, no refunds are available.

Deposits/Registration Fees – deposits and registration fees are required for some programs to allow a member to reserve a spot for a future program. Deposits and registration fees are non-refundable and not transferable.

System Credits – program refunds can be credited to another program, minus any deposits. Credits will be attached to the paying members account and are available for up to one year from the date of issue.

Refund Payments – refunds will be processed based on the payment type. Debit and credit card refunds will be applied to the member's card charged, check and cash payments will be via check, mailed to the paying members address and may take up to two weeks to process. The YMCA does not provide cash refunds.

3. Camp and Childcare

In an effort to support families, members can reserve their spot for camp or childcare with a deposit/registration fee for the dates desired. The refund/payment policy below only applies to camp and childcare programs.

Deposit – a deposit/registration fee is required for all weeks of day camp and for childcare programs at the time of registration. Deposits are non-transferable and non-refundable.

Day Camp Payment – full payment for each week of day camp is due the Monday before the week of the program. Members with unpaid balances will be removed from the program roster the Wednesday before the week of camp to make room for those on the waiting list, and the deposit is forfeit.

Overnight Camp Payment – full payment for each week of overnight camp is due June 1st. Families may setup payment plans, but must be paid in full by June 1st.

Refunds – after the Monday before the week of day camp no refunds will be issued. After June first no refunds will be issued for overnight camp. No refunds will be issued after the first visit of the month for childcare.

No-shows – no refund will be issued for campers or children that do not contact the YMCA prior to the requirements listed above.

4. Credits and Makeups

The YMCA does not provide makeup classes or credits for program days or program meetings that a child misses during a session. On the rare occasion that the YMCA has to cancel a program day or scheduled program meeting the director for the program may provide an option for families.

Refunds are not available in these circumstances.