



YMCA of the East Valley Membership Payment Terms and Conditions

PRO-RATED DUES

All membership rates are based on sign up on the 1st of the month or the draft day of your choice. If you sign up before or after these dates, a pro-rated amount will be due.

ELECTRONIC PAYMENT

If you elect to have your membership paid via EFT (Electronic Fund Transfer) from a checking, savings or credit card account please note that the YMCA of the East Valley requires a written 5-day notice of cancellation before your usual draft date. Those cancellations received after the 10-day period will result in an additional draft prior to cancellation.

NON-SUFFICIENT FUNDS

All returned checks and or unpaid ACH draft will be handled through e-cash flow systems and a fee of \$25 will be assessed (or the maximum by law) and are due to the collection company prior to any further transactions. For questions about charges, call (888) 339-6062.

CREDITS AND REFUNDS

Membership Fees non-refundable after 30 days if a 5-day written notice is not given for all EFT draft cancellations, if no proof of membership cancellation exists, and if facility and/or programs have been used.

PROGRAM FEES

No transfer, credits or refunds will be issued without a **written medical excuse**. For cancellations prior to a program starting, one of the following may be requested (approval required):

- Transfer to another YMCA program.
- YMCA credit towards future use of programs (expires one year from date of issuance).
- Refund by check or to credit card for **medical reasons only**.
- A \$10 service charge will apply for each refund. Please allow four weeks for processing.
- Credit and/or refund requests must be submitted in writing. Phone calls will not be accepted.
- If the YMCA cancels a program, we will make every effort to transfer participant to another class or fees will be refunded.

CODE OF CONDUCT

In the interest of safety and welfare for all program participants, all individuals using YMCA facilities are expected to conduct themselves in a manner consistent with the mission, values, character, welfare, best interests, and policies of the YMCA of the East Valley at all times.

Examples of misconduct include, but are not limited to:

- The use of, or being under the influence of drugs, alcohol, illegal substances or weapons;
- The use of foul, intimidating, rude, taunting, and/or abusive language and/or mannerisms;
- Removal of YMCA property or the property of others (which may also result in criminal prosecution);
- The abuse of any YMCA equipment;
- Failing to heed the directives of, or showing the appropriate level of respect for YMCA policies, employees, or volunteer staff; and
- Fighting, the use of inappropriate language, arguing, and/or any behavior which threatens the enjoyment and/or welfare of other members, participants, and staff.