# YMCA of Fredericton Membership Terms and Conditions

The YMCA of Fredericton is a charitable organization that works in partnership with our community to help everyone reach their full potential through the promotion of a healthy body, mind and spirit.

**General Information:**
YMCA of Fredericton Memberships are continuous, and therefore have no defined term. Memberships will continue until a cancellation or hold request is received from the member. It is the member's responsibility to inform the Y of any changes to a mailing address, email, and/or payment information.

**Cancellation Policy:**
Should you wish to cancel your bi-weekly membership there is a 30-day cancellation notice period (the next two (2) scheduled payments will be deducted). For annual memberships, a pro-rated refund will be issued. Refunds of any pre-paid annual membership fees are subject to a 20% administration fee. There are no cancellations or refunds for one week and one month passes.

- Memberships that are cancelled within the first three (3) months are subject to a $25 +HST administration fee.
- If the Y is closed for reasons outside of the organization's control, your cancellation notice will be applied when the facility reopens.
- Please note that all outstanding balances must be paid prior to cancellation.
- Membership usage is not considered when calculating refunds.
- Your cancellation is not confirmed until you receive written confirmation from the Y.

**Hold Policy:**
Bi-weekly memberships can be placed on hold for a minimum of two (2) weeks and maximum three (3) months. A total of three months of holds are permitted every calendar year. You will be given a date as to when your account will become active, and your pre-authorized payments will resume at that time. For annual memberships, holds will be applied to the membership for the specified time period (up to three months) and the membership will be extended by the same amount of time.

- Holds cannot act as a cancellation notice.
- Holds start on the next scheduled payment that scheduled to be withdrawn. All requests must be made 2 days minimum before a scheduled payment is due to be processed.
- If you choose to cancel your membership during or after a hold, the Cancellation Policy applies, and 30 days' notice must be given, and the next two scheduled payments are required.
- Your hold is not confirmed until you have received written confirmation from the Y.

**Membership Category Modification Policy:**
Your membership category can be modified at no extra charge when the need arises. Requests can be made in person or over the phone. Fees will be adjusted based on the type of modification to the membership.

**Changes to Fees and Membership Conditions:**
Upon joining the Y, the member is subject to the policies and procedure of membership which are affected from time to time, including possible changes to fees. Please consult the website for the most recent policies and fees. The Y reserves the right to modify membership terms and conditions as well as services as deemed necessary.

**Termination of Membership:**
The Y may terminate a membership without notice and with immediate effect when:

- A member's conduct is such that in the reasonable opinion of the Y that it may be detrimental to the character or interests of the Y or is such that it renders the member unfit to associate with other members.
- A member has committed any breach of the terms and conditions or policies of the Y. All policies and terms and conditions can be found on the Y website.
- Membership fees remain unpaid for 30 days after the required payment date.

A member whose membership has been terminated shall forfeit all the privileges of the membership with immediate effect without claim for any refund of membership fees paid and remain liable for any payments stilled owing to the Y. All decisions of the YMCA under this clause are final and binding.

**Refunds:**
There are no refunds for lack of use of your Y membership. If you are not able to access the facility for any reason, it is up to the individual of the membership to contact the welcome desk and place the membership on hold or cancel, while following the guidelines listed above.

**Membership Access:**
Membership cards are required to access the Y facility. Membership can be transferred to other users by approval of the Manager of Membership Services. By completing a membership transfer, you are signing over your membership to another individual and will no longer have a membership under your name. You are not able to share your membership and access card with others, your membership is yours and yours alone. Cards are issued to all members and must be scanned at the Membership Services desk upon arrival. A photo is required at the time of joining and is retained on our computerized membership system as a means of identification.

**Family Memberships:**
Consist of a maximum of 10 individuals residing at the same address. All family memberships must include at least one adult 18 years of age or older.

**Couples Memberships:**
Consists of two (2) individuals that are 18 years of age or older and residing at the same address.

**Towel Service:**
Members can add towel service to their membership for an additional fee.