

## **THE GATEWAY FAMILY YMCA Member Rewards FAQ's**

### **1. What is Member Rewards?**

The Y is an organization dedicated to strengthening the communities in which it serves. As part of our focus on youth development, healthy living and social responsibility, we are launching Member Rewards. During this campaign we are calling on our existing member to help us strengthen and help our community become healthier by inviting their friends and family to join the Y. When a member helps us create a healthier community by referring a new member, both the member and the friends and family they bring to the Y will receive up to a 20% reduction off the standard monthly membership rate.

### **2. Can I refer more than one friend or family member?**

Yes. There is no limit on the number of friends or family members you can refer to the Y. Each of the friends you refer will be eligible for the Member Rewards rate. Members will be eligible to receive 1 reduced rate per membership, regardless of how many of their friends join. Having multiple friends join will give price assurance to the referring member, in the event their 1<sup>st</sup> friend cancels.

### **3. How long is the reduced rate valid?**

The reduced rate received from participating in Member Rewards is good for as long as both parties remain members in good standing. Should one of you cancel your membership, the remaining member has thirty (30) days to refer another friend or family member to join. If the remaining member does not refer another friend or family member who joins within 30 days, the reduced membership rate will return to the standard rate for the specified membership type. Should your friend decide to leave the Y, you will be notified via email.

### **4. Do the friend and member have to join at the same branch?**

No, friends can join at The Gateway Family YMCA branch that is most convenient to them.

### **5. Who is eligible to participate in Member Rewards?**

Teen, Young Adult, Adult, Senior Adult, Family and Single Parent Family continuous pay (Bank Draft or Credit Card Draft) full privilege members are eligible to participate.

### **6. Can a member cancel and be offered a referral from a friend that is a current member?**

A Referred Member must be a new member to the YMCA. They cannot have had a membership within the previous 90 days. Should you have to cancel your membership and you receive an invitation from an existing member to return, you are eligible to re-join at the Member Rewards rate 90+ days after your termination date.

**7. What if I have an annual membership?**

To receive the Member Rewards rate, you will need to convert your annual membership to a monthly membership via bank draft or credit card draft.

**8. When will my Member Rewards rate go into effect?**

The rate will go into effect by the next draft if the new membership occurs before the end of the previous month. If new membership occurs from the 1<sup>st</sup> – 5<sup>th</sup> of the month the 20% will be applied to the next month.

**9. If I am a new member can I invite someone?**

New members who join will need to be a member in good standing for a minimum of 30 days before they are eligible to refer a friend for Member Rewards.

**10. What happens if I have Financial Assistance (FA) or a corporate discount?**

**Can I still refer a friend for this program?**

Yes. We encourage all of our members to take this opportunity and help us to make our community a healthier place to live. Should your friend or family member decide to join, they will receive the Member Rewards rate for the membership category they select. Your membership will remain at your standard financial assistance or corporate membership rate or be reduced to the Member Rewards rate for your current membership, whichever is less. Each member is eligible for one price reduction per membership. As always, if finances are a barrier, anyone can apply for financial assistance for membership.

**11. Can all of my family refer friends?**

Yes. Everyone is encouraged to refer as many of their friends as they would like. Member Rewards allows one price reduction within each membership.

**12. Can a member of the YMCA Staff team refer friends and family members for Member Rewards?**

Yes, staff members are able to refer friends and family member for Member Rewards. However, each staff member is limited to 3 referrals.

**13. How do I refer my friends and family members for Member Rewards?**

Current eligible members can submit a Member Rewards referral form online. We will take care of the rest!

**14. Can I refer my friends and family members for Member Rewards in person at the YMCA?**

No, the member rewards program must be initiated through our online rewards system at <http://bit.ly/YRewards> .

**15. How soon after a friend or family member receives my online referral can they come into the branch to join?**

Immediately! All they need to do is print the email and bring it to the YMCA branch they would like to join.