

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 the Member Rewards referral program. 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 member, both the member and the friends and family they bring to the Y may receive a savings.

Eligible New Member Rewards Referrals will receive 25% off their initial YMCA membership payment immediately upon joining the YMCA, provided they meet the following qualifications and have not been an active YMCA member for over 90 days. In order to qualify for the Member Rewards savings, the New Member must provide the Member Rewards referral code online at the time of joining, initiated by a current, active YMCA Full Privilege Member. *New Member Must be 12+ years old to be eligible for this program.*

Eligible Current Active Members in good standing who referred a new member that joined the YMCA under Member Rewards, will receive 25% off their next consecutive 3 months of membership draft payments to the YMCA, providing both members remain active and in good standing during the course of savings. Member rewards savings cannot be combined or deferred.

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 initial savings provided they meet the criteria. Active Members will be eligible to receive 1 reduced rate per membership at any time, regardless of how many of their friends join.

3. How long is the reduced rate valid?

The reduced rate received by the existing member who provides a referral to a new member who joins the Y is valid for the next 3 consecutive months of monthly membership draft payments, provided both parties remain active members in good standing during this period. Should one of you cancel your membership, or return a draft payment, neither party will be eligible for further discount.

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?

Current active members age 12+ in good standing within Teen, Young Adult, Adult, Senior Adult, Family and Single Parent Family, continuous pay (Bank Draft or Credit Card Draft) full privilege memberships are eligible to participate in the Member Rewards program. All members must be active and in good standing with the YMCA for more than 30 days to be eligible to send referrals.

Communications Requirement: All members and new members MUST participate in the YMCA email program and be actively engaged on our member email list at

www.tgfymca.org Should either party opt out of YMCA emails at any time during the discount period, neither party will be eligible for further discount.

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

No. A Referred Member must be a new member to the YMCA. They cannot have had an active YMCA 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 with a member rewards referral 90+ days after your termination date.

7. What if I have an annual membership?

To receive the Member Rewards savings as an existing member, you will need to convert your annual membership to a monthly membership via bank draft or credit card draft. However, should you wish to refer a friend to the YMCA, they will be eligible for Member Rewards savings.

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

For existing members, the rate will go into effect in the next calendar month after your referral joins the YMCA, provided both members remain active in good standing.

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 a Member Rewards referral.

10. What happens if I have Financial Assistance (FA), a corporate discount, Contract, Insurance Based Membership, Staff or Complimentary Membership? Can I still refer a friend for this program?

Yes, all active full privilege members in good standing 12+ years old can refer your friends and family to the YMCA. 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 a Member Rewards savings for the membership category they select. *Your membership will remain at your standard financial assistance, corporate membership or contracted rate as this is an ongoing savings to your benefit.* Each member is eligible for one price reduction per membership at any time. As always, if finances are a barrier, anyone can apply for financial assistance for membership.

11. I have a family membership. Can all of my family refer friends?

Yes, provided they are 12+ years old. Everyone is encouraged to refer as many of their friends as they would like. However, Member Rewards allows one price reduction within each membership at any time.

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

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

13. How soon after a member receives my online referral can they come into the branch to join?

Immediately!

Please Note: The YMCA reserves the right to discontinue or adjust the Member Rewards program at any time. Notification will be made by updating the FAQ document listed on the website www.tgfymca.org