



## Member Loyalty Program FAQ?

### What's the 20/20 Member Loyalty Program?

\*As an incentive for becoming a partner in health and referring a member to the Y, both you and the new members you bring to the Y receive a 20% savings on your membership. And you both continue to receive the 20% savings as long as you both remain members.

### Why are we starting the 20/20 Member Loyalty Program?

\*We appreciate that when you choose to live a healthier lifestyle, you're more likely to be successful when you work together toward your health goals with the help of friends, family and teammates. Our 20/20 Member Loyalty Program encourages you to be an advocate for healthier living, both personally and in the community. Our hope is that the 20/20 Member Loyalty Program offers you an encouraging support system and enhanced motivation to meet your goals and strengthen our community.

### How do I get started?

\*Visit our website, [rgsymca.org](http://rgsymca.org), and click on the "Share the Y & Save" icon. Fill out and submit the "Share the Y & Save" form that requests your name and email address and your friend's.

### Does my friend/family have to be with me to join?

\*We make joining easy. Friends and family do not need to be with you.

### Who is eligible to participate in this program?

\*Current members — you need to have an active membership in good standing from any of these membership categories: Youth, Special Needs Youth, Adult, Special Needs Adult, Family, Single Parent Family, Couple, Annex Only, Senior Citizen Single, Senior Citizen Couple

\*New members — you need to join with a membership from any of these membership categories: Youth, Special Needs Youth, Adult, Special Needs Adult, Family, Single Parent Family, Couple, Annex Only, Senior Citizen Single, Senior Citizen Couple

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

\*Yes! Although you will not receive additional savings, as long as one of your referrals remains active, you will continue to enjoy the 20% savings.

### How long is this reduced rate valid?

\*The reduced rate received from participating in the 20/20 member loyalty program is good for as long as both parties remain members.

### What happens if one of us leaves the Y?

\*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 doesn't refer another friend or family member to join (and the referred person joins) within 30 days, the reduced membership rate returns to the standard rate for your membership category.

### Will the 20/20 Member Loyalty Program rate ever increase?

\*If future membership rates increase, the membership rate will reflect a 20% savings on whatever the current standard membership rate is.



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### **I am joining the Y as a new member in the 20/20 Member Loyalty Program. Do I have to pay a joining fee?**

\*Yes, new members joining through the 20/20 Member Loyalty Program are subject to the standard join fee.

### **I referred my friend and my friend joined. When do they receive their reduced rate?**

\*The 20/20 Member Loyalty Program rate for your membership will be reflected within 30 days of the time a completed 20/20 Member Loyalty Program member referral form is received in Membership Billing.

### **Can I add a new family member to my membership and receive the 20% savings?**

\*Adding a new family member to your membership is considered a membership upgrade and does not qualify for 20/20 Member Loyalty Program rates.

### **Does my friend or family member have to join the same Y?**

\*Yes, your friend or family member must become a member at the Richard G. Snyder YMCA Campus to be eligible for the 20/20 Member Loyalty Program.

### **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 20/20 Member Loyalty Rate 90+ days after your termination date.

### **I am currently receiving financial assistance (Y For All) or corporate discount. Can I 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 20/20 Member Loyalty Program rate for the membership category they select. Your membership will remain at your standard financial assistance rate or corporate or be reduced to the 20/20 Member Loyalty Program rate for your current membership type, whichever savings is greater. 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.

### **Can I upgrade or downgrade my membership if I am part of the 20/20 Membership Program?**

\*Yes, you can upgrade or downgrade your membership as long as both members retain an eligible membership type.

### **I have a free (Silver Sneaker, Silver & Fit, Active & Fit or Oliver Outdoor) membership. Can I refer someone for the 20/20 Member Loyalty Program?**

\*Yes, you can refer a new member, and that new member will receive the 20% savings so long as the new member coming on board is not also receiving a free (Silver Sneaker, Silver & Fit, Active & Fit or Oliver Outdoor) membership. Free memberships do not qualify for the 20% savings, since the membership is free.