



- 20/20 MEMBER LOYALTY PROGRAM GUIDELINES

To maintain eligibility in the Member Loyalty Program and receive the reduced monthly rates, all participants will be required to abide by the guidelines listed below:

- a. Utilize the monthly bank draft payment options for their memberships.
- b. Maintain your account in good standing by keeping all monthly payments current. (An account in good standing requires all payments to be current)
- c. Abide by the guidelines of the 20/20 Member Loyalty Program, including:
 1. All friends who are referred will be required to stop at the front desk to start their membership.
 2. After your friend has completed all their required paperwork, the member will receive their member loyalty rate on their next billing cycle. The member will be notified when the friends requirements are completed.
- d. If the member or the referred friend:
 1. Cancels their membership
 2. Does not keep their account in good standing. (a member is good standing maintains current payments and abides by all guidelines required by the Y).

The remaining person will be notified that they will have 30 days to find a new friend or their membership rate will go back to the full rate.

- e. Members and their friends are eligible for only 1 rate reduction on their membership.
- f. Members can refer as many friends as they would like. Although they will only receive 1 reduced rate of their membership dues, all of the referred buddies will each receive the Member Loyalty rate.
- g. A referred member must be a new member to the Y. They cannot have had a membership within the previous 90 days.
- h. Support the Y by responding promptly to all communication sent to you.

Member Service

We strive to provide the services and programs that you and your family deserve. Please see any of our YMCA staff if your expectations are not met. We want the opportunity to make you happy.