

YMCA of Orrville Member Referral 20/20 Campaign

Important FAQs regarding Member Referral Campaign.

(Please read in its entirety)

What's the 20/20 Membership 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. You both continue to receive the 20% savings as long as you **both** remain members. 20% is the maximum savings and cannot be combined with other programs.

Why are we starting the 20/20 Membership 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 Membership Program encourages you to be an advocate for healthier living, both personally and in the community. Our hope is that the 20/20 Membership Program offers you an encouraging support system and enhanced motivation to meet your goals and strengthen our community.

How do I get started?

To join the 20/20 Membership Program, you simply need to complete the 20/20 referral form and turn it into the Membership Director.

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. You simply need to complete the 20/20 referral form and turn it in.

Who is eligible to participate in this campaign? Teen/Young Adult, Adult, Single Adult Family, Two Adult, Family, Senior and Senior Couple **continuous pay** facility memberships who have been a member for at least 15 days are eligible to participate in the campaign. New members must join in one of the above listed categories and cannot have been a member within 90 days of joining.

What if I have an annual membership?

To benefit under the 20/20 rate, both members will need to be on monthly draft – annual membership will need to convert to monthly draft for either member to qualify for the discount.

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.

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 Membership Program rates.

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 and the reduced rate continues. If the remaining member doesn't refer another friend or family member to join the reduced membership rate returns to the standard rate for your membership category.

Will the 20/20 Membership Program rate ever increase?

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

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

Yes, new members joining through the 20/20 Membership Program are subject to the standard joining fee.

I referred my friend and my friend joined. When do we receive the reduced rate? The Member Referral rate will go into effect when the referred membership is purchased. The Member Referral rate for your membership will be reflected in the billing cycle following the join date of the friend or family you refer to join the Y.

I am currently receiving financial assistance. 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 Member Referral membership rate for the membership category they select. Your membership will remain at your standard financial assistance rate or be reduced to the Member Referral rate for your current membership type, whichever is less. As always, if finances are a barrier, anyone can apply for financial assistance for membership.

Before the campaign began, I referred multiple families to join the Y. Can I receive a rate reduction based on their memberships? No. The Member Referral rate reduction is only available to current members referring new members.

Can a member leave during the campaign and come back as another member's friend during the campaign? Yes, under certain conditions. Should you have to cancel your membership during the 6 months the campaign is running and you receive an invitation from an existing member to return, you are eligible to re-join at the member referral rate 90+ days after your termination date.

Can Silver Sneakers or Silver and Fit members refer new members to be a part of the 20/20 program?

Both are welcome to refer members to the Y; however, to be a part of the 20/20 program, both members must be on a monthly draft.

What if a member on the 20/20 program goes on hold?

Both members must be on an active draft for the 20/20 program to remain in effect.