



FOR YOUTH DEVELOPMENT®  
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## MEMBERSHIP FAQ

We are excited to see you back at the Y! Below you will find answers to some of our frequently asked questions about membership as we reopen.

1. **My membership dues are paid via monthly bank draft, did I get drafted while the Y was closed?** No. When the Y closed toward the end of March and it was clear that we would not be reopening for a period of time, we stopped drafting dues beginning with the April draft.
2. **When will the Y start drafting dues again?** We will begin drafting dues on Tuesday, September 1, 2020.
3. **My membership dues were paid in full prior to closing, how is the Y planning on making up for the lost time?** The Y will extend the expiration date of your membership based on the time remaining at the point of closure. For example, when we closed, if you had two weeks left until your membership expired, your new expiration date would be two weeks after we reopen on August 31, 2020.
4. **What is the procedure for getting the lost time added to my membership?** Simply stop by our Welcome Center Desk, complete a COVID-19 claim form and return it to our desk staff by September 30, 2020. Our member services team will then process your paperwork the next business day.
5. **The Y has undergone an extensive remodel, will our membership dues be increased as a result when you reopen?** No. Membership dues will remain the same as they were before we closed. For membership rates and more, visit <https://www.ymcaswv.com/membership>.
6. **Will our member benefits change?** Not necessarily. Membership to the Y still offers the same great benefits – child care, priority program registration, and discounted program fees. The only change is Nationwide Membership to other Ys has been halted due to the pandemic.
7. **As a member, what can I do to help the Y maintain as safe an environment as possible?** Simple. Remember to wear a mask, social distance a minimum of six feet and wash your hands. Be sure to sanitize the equipment you use, and remember, if you need help, don't be afraid to ask a member of our staff!

If you have any additional questions or concerns regarding membership, please contact our Membership Director, Ryan Gilkerson, by phone, 304 252 0715 x 309, or by e-mail, [ryan.gilkerson@ymcaswv.com](mailto:ryan.gilkerson@ymcaswv.com).