

**STATELINE FAMILY YMCA, INC.
MEMBER AGREEMENT**

TERMS AND CONDITIONS OF PAYMENT

Payment amount: the current monthly rates can be found at www.statelineymca.org/rates. Future rate increases will be communicated at least 30 days prior to the change.

Billing frequency: your monthly payment will be taken from the account on file on the fifth of each month. This payment will cover membership from the fifth of that month through the fourth of the next month.

Billing and account information: members are responsible for providing Stateline Family YMCA with timely updates with regard to changes in billing accounts or methods and personal contact information. Delays in updating the Y may result in returned payments and fees, and/or the inability of the Y to reach the member regarding account issues or changes.

Payment returns: should any draft or charge not be honored by the financial institution, a \$25 service charge in addition to the returned payment amount are due immediately to prevent bad debt on the account and to reactivate membership.

Cancellation timeline: cancellation of membership requires seven (7) days' notice for processing. Should you cancel outside of this window, your membership will stay active through the next billing cycle; refunds, credits, and/or prorated funds will not be issued.

Cancellation process: membership cancellation can be completed online, by phone, or in-person. Cancellation should only be considered complete when a confirmation letter or email is received, which will outline exact dates and details of the cancellation.

Online: visit www.statelineymca.org/manage. If you do not remember your login information, click "forgot password" and follow the prompts to reset your password. This process will require electronic acknowledgement and signature.

In-person: visit the front desk at the Ironworks or Roscoe branch for assistance. This process will require an in-person electronic signature.

Rate Adjustments: future rate increases or adjustments will be communicated via written notice at least 30 days prior to the rate change. Such notice will include, at minimum, clear communication of the timeline and the new rate. Notices will be communicated via more than one communication format—including, though not limited to, email, app alerts, and/or letters posted internally and/or mailed—to ensure all members receive the notice.

FINAL ACKNOWLEDGEMENTS

By signing and submitting this agreement, I authorize Stateline Family YMCA to charge the account on file on the fifth of each month for my membership. I further acknowledge that Stateline Family YMCA membership rates may change in the future, with ample notice. This notice will include the new rate and the date on which it will go into effect. I acknowledge that I can cancel at any time using the methods outlined within the agreement above.