YMCA of Reading & Berks County
Membership Freeze, Refund and Cancellation Policies

FREEZES
With branch executive director approval, a YMCA membership may be placed on hold for no more than three months. Requests for a membership freeze must be in writing (freeze request form or email) accompanied by proper documentation. Reasons for an approved freeze of membership include military deployment, pregnancy, illness, temporary relocation, for example. Freeze request forms are located in our welcome centers and are available on our website at www.ymcarbc.org.

CANCELLATIONS
We would hate to see you go, however if you choose to cancel your membership you must notify the YMCA in writing (cancellation form or email) at least 30 days prior to your draft date of cancellation. PLEASE NOTE: It is the responsibility of the member to ensure that their request for cancellation is received by the YMCA.

After a 60 day period or more, members who have cancelled their membership and wish to rejoin will be considered new members and will be subject to the $50 joining fee.

Cancellation forms are located in our welcome centers and are available on our website at www.ymcarbc.org.

REFUNDS
Joining Fees are collected at the time of joining and are non-refundable.

Membership refunds are only permitted when there are extenuating circumstances that limited you from notifying the YMCA of your cancellation. These would need to be accompanied by proper documentation (i.e. doctor’s note) and approved by the branch executive director. Membership payments will not be credited or refunded for non-usage.

It is the responsibility of the member to monitor their account activity and contact the YMCA welcome center immediately with questions concerning their account. If a billing error has occurred, the member must notify the YMCA branch executive director within 60 days of the error. The Y will not refund membership dues dating back longer than 90 days (three months). If you were incorrectly charged due to the YMCA’s failure to cancel or put the membership on hold, a full refund will be given as long as the refund is accompanied by proper documentation (i.e. freeze request form, cancel form, email, etc). Under these circumstances, the YMCA will not refund more than three months of membership at any given time.

The YMCA reserves the right to change our hours of operation as needed. The Y may occasionally close temporarily for severe weather conditions, electric outages, repairs, renovations or unforeseen emergencies. There will be no adjustments or refunds of membership fees for periods of closure less than 30 days.

In the event that the Y closes due to a mandated shutdown of a period of 30 days or more, membership dues will be prorated and members will NOT be charged for time the Y is closed.

Any check, bank draft account draft or credit/debit card payment returned for insufficient funds will be assessed a $20 fee in addition to the uncollected monthly membership dues. A member will be terminated after two unsuccessful draft attempts. All unpaid dues and fees must be paid in full before the member may rejoin the Y.

All requests for membership freezes, cancellations and refunds by email should be sent to membership@ymcarbc.org.

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