

**YAKIMA VALLEY RACQUET CLUB D/B/A
YAKIMA ATHLETIC CLUB
&
YAC FITNESS
BUSINESS OFFICE POLICIES**
February 1, 2009

Business Office Hours

Monday – Friday
8:00 am to 5:00 pm
(509) 453-6521
Located at 2501 Racquet Lane
Yakima Athletic Club

Contact:

Business Office

(509) 453-6521
(509) 454-3698 fax
fitness@yakimaathletic.com

ADMINISTRATIVE FEES

The following policies are subject to an Administrative Fee:

\$1.00 Administrative Fee:

- Any returned mail that has been charged to Yakima Athletic Club or YAC Fitness from the US Postal Service.

\$10.00 Administrative Fee:

- Late fee on those accounts not paid by the 25th of each month.

\$25.00 Processing Fee:

- Change in Membership Status for the following:
 - Senior memberships going on Leave Of Absence (LOA) (not upon returning from LOA)
 - All membership down grades, to include Medical LOA and Maintenance LOA

\$35.00 Administrative Fee:

- Member's accounts with any insufficient funds due to EFT and/or personal/business checks, which are returned to us.

\$20 Annual Maintenance Fee:

- Member's accounts will be charged by designation on membership contract (either Feb. or July) an annual maintenance fee for equipment and amenities.

\$25 Lost Locker Key Fee

\$15 Lost Key Card Access Fee

\$50 Non-authorized Guest Visit Fee: Charged on verification of management at YAC Fitness

CHARGING TO MEMBERSHIP ACCOUNT

Members with an account balance over 60 days past due, will not be allowed to charge to their membership account. CASH TRANSACTIONS ONLY WITH PAST DUE BALANCE OVER 60 DAYS.

CHANGE IN BANK ACCOUNT INFORMATION

To avoid additional administrative fees, the Business Office needs 30 days to process any change in membership bank account information and/or EFT date. For checking account withdrawals, a voided check is required. For savings account withdrawals, a savings withdrawal slip is required. *NO DEPOSIT SLIPS ACCEPTED.* EFT date changes can be made via phone or written notice.

CHANGE OF MEMBERSHIP STATUS

Members wanting to change their account status must contact the Business Office.

Downgrading Membership - Members under a one-year contract cannot downgrade their membership status until their one-year contract obligation is fulfilled. A processing fee of \$25.00 will be charged to their account.

Upgrading Membership - Members may upgrade their membership type at anytime. They will be charged the difference in the joining fee and dues, no additional fees will be charged. *This is a "one-time" fee.* Each family member must sign an addendum form when upgrading. You may add dependant children under the age of 23 that reside at the same residence.

COLLECTIONS

Members with an account balance 90 days past due will be sent to collections and resigned from the club. At that time, the collection agency will give them 10 days from the date it was sent, to pay their account balance in full. Members sent to collections wanting to rejoin the Yakima Athletic Club or YAC Fitness, must sign a one-year contract, and pay 12 months in full. No month-to-month contract will be granted. - **OR** - A member may elect to purchase a temporary membership at the Temporary membership rate plus an additional \$10.00 (above) per month. This must be purchased for a minimum of 3 consecutive months. After the member has maintained a "good" temporary membership status for one year, they may become a regular member.

LEAVE OF ABSENCE FROM YAC

All Leave of Absence members CANNOT use either Yakima Athletic Club or YAC Fitness facilities.

Maintenance Leave of Absence - Members may take a leave of absence up to three months for a maintenance fee of \$20.00 per month. A processing fee of \$25.00 will be charged. If the member has not fulfilled his/her one-year contract, the member must contact the Office Supervisor. The Office Supervisor will determine whether the member is able to take a Maintenance Leave of Absence.

Senior Leave of Absence - A Senior member (62 years and older) that has fulfilled their contract may take a Leave of Absence for a maximum of 6 consecutive months. A processing fee of \$25.00 will be charged only upon taking the leave. The member must specify a date of return.

Medical Leave of Absence - Members may take a Medical Leave of Absence for a maximum of 3 months per year. A processing fee of \$25.00 will be charged. A written medical release from their doctor must be received before leave is granted. If the member has not fulfilled his/her one-year contract, the member must contact the Office Supervisor. The Office Supervisor will determine whether the member is able to take the Medical Leave of Absence.

MEMBERSHIP FACILITY TRANSFER

Yakima Athletic Club members may transfer to YAC Fitness upon a one-year completion of their YAC membership contract. The member is charged a \$25.00 processing fee (in lieu of a joining fee) and is required to sign a one-year YAC Fitness membership contract. All YAC Fitness membership dues are paid through EFT only.

YAC Fitness Members may transfer to the Yakima Athletic Club at anytime, however the member is charged a \$25.00 processing fee and is required to sign a one-year membership contract at the Yakima Athletic Club.

PAYMENT BOX

A payment box is located near the front desk at each facility for members to place their ROA (Receipt On Account) payment. This is set up as a convenience to our members.

PROMOTIONS

Members may receive a CREDIT for the difference in the joining fee on his/her account for any promotion within 30 days of their join date. (No Refunds) This credit is not made automatically. It is the responsibility of the member to contact the Business Office.

REFUNDS

ALL REFUNDS ARE ISSUED AT THE BUSINESS OFFICE AND APPROVED BY MANAGEMENT. Please allow 10 working days to process all refunds.

No refunds on Punch cards (Tanning/Program Activity cards/Playland). These cards are non-refundable or transferable.

RESIGNATIONS

Members wanting to resign must fulfill their one-year contract obligation prior to submitting a resignation. **A 30-day written notification must be submitted in person on a club form, or sent by certified mail to the club address.** In order to be effective, notification must be received by the 20th of the month in which notification is given. Otherwise notification is not deemed effective until the end of the following month.

Exception to rule: The member is moving more than 25 miles from the club, which case they must show proof of move.

Reference "Member's right to cancel" on the membership contract for more information.

The Yakima Valley Racquet Club d/b/a Yakima Athletic Club and YAC Fitness requires all members to give a 30 day written notification to the BUSINESS OFFICE prior to terminating their membership.

ALL RESIGNATION DECISIONS ARE MADE BY THE BUSINESS OFFICE.

RESIGNED MEMBERS WANTING TO RETURN

A member that resigns their membership from the club may re-join within 30 days of their resignation date. This date is the last day they can use the club, not the date they gave their resignation. The member will not be charged the joining fee, however they will be charged a \$25.00 processing fee. All member's wanting to re-join, must get prior verification with the Business Office