

Yakima Athletic Club and YAC Fitness Members...

Our goal is to provide our members with the best service possible. To help do this, we have outlined in this brochure, some of the most frequently asked questions by our members. If you cannot find an answer to your question in this brochure, please do not hesitate to call the Business Office.

Business Office Hours:

Monday – Friday

8:00 a.m. to 5:00 p.m.

509. 453.6521

509. 454.3694 fax

fitness@yakimaathletic.com

Additional Membership Services Staff...

New Membership inquiries:

Kris Bell

Membership Sales Manager

kris@yakimaathletic.com

Program inquiries...

Anne Whiteside

Program Director

anne@yakimaathletic.com

Billing Information

Q: The amount deducted from my bank account is for what month's dues?

A: The amount charged each month, whether you're set up on a billed (statement) cycle or EFT deduction, is for the current month dues and previous month charges. The membership dues cover the entire month, 1st through the 31st of the month.

Q: I changed banks, what do I need to do to make sure my dues are taken out of the correct bank account?

A: You will need to provide the Business Office with new bank information 30 days before your next EFT withdrawal date. For checking account withdrawals, a voided check is required. For savings account withdrawals, a savings withdrawal slip is required. NO DEPOSIT SLIPS ACCEPTED.

Q: I need to make a payment on my account, whom do I ask about the amount and where do I leave it?

A: Contact the Business Office to get the current amount due. You may drop your payment off in the payment box located near the front desk. If you would like a receipt, you may ask the front desk to provide one for you. We also accept credit card payments at the front desk (VISA, MC)

Q: What is an Annual Maintenance Fee?

A: We deduct \$20.00 (per contract agreement) on either February 10th or July 10th. This fee supports building maintenance of the facilities. We implemented this fee several years ago with the intent to keep dues consistent. We have been able to accomplish this without a dues increase every year.

Q: Then what are my dues for?

A: Dues allow you access to our clubs.

Q: Can I keep my dues from a potential increase?

A: Yes. If you commit to a 12 month contract each year, we will keep your dues the same as long as you stay in contract as a member. Contact Membership services if you would like to participate in this program.

Leave of Absence Policies

Members who have not fulfilled a one-year contract are not allowed to take a leave of absence. For concerns, contact the Business Office. No member on Leave of Absence can use the Yakima Athletic Club or YAC Fitness facility.

Q: I am going to Hawaii for two months, is it possible to put my membership on hold?

A: Yes, the Yakima Athletic Club provides our members with a variety of Leave of Absence options. Senior memberships (62 years and older) may take a maximum of six consecutive months of leave. Regular memberships (excluding Senior memberships) may take a leave of absence up to three months. However, this type of leave is called Maintenance Leave of Absence. Instead of paying monthly dues, you will pay a monthly maintenance fee to maintain your membership status. In addition, a one time processing fee of \$25.00 is charged for either leave type. Please notify the Business Office prior to your departure.

Q: I injured my back and my doctor told me I cannot workout for 2 months, can I put my membership on hold?

A: Yes, members who cannot use the facility due to serious illness or injury may take a Medical Leave of Absence for a maximum of three months per year. A written medical release from your doctor must be received before leave is granted. A one time processing fee of \$25.00 is charged.

General Policies Questions and Answers

Q: I signed up for a family membership and my family is not using the club, can I drop them from my membership?

A: Yes, as long as you have fulfilled your one-year contract. If you are still under a one-year contract, your family will remain on your membership until your contract has been fulfilled.

At that time, please notify the Business Office and request to have them taken off your membership.

Q: I have fulfilled my one-year contract and I would like to resign my membership. How do I do this?

A: All resignation notices are processed through the Business Office and require a **30-day written notification** submitted in person on a club form, or sent by certified mail to our address. In order to be effective, member must have **NO OUTSTANDING BALANCE** and written notice must be 30 days prior to **next bank draw date**.

Q: I am not using the club and I would like to resign my membership even though I am still under a one-year contract. What are my options?

A: You have the option of canceling your membership even though you are still under a one-year contract. A buy-out option is available; please call the Business Office for further details.

Q: Do I need to notify the club when I move?

A: Yes, although you may not have a bill sent to your home each month, we periodically send important information to our members. This information can pertain to changes in membership rates, program schedules, etc. To eliminate the potential "returned mail" fee, contact the Business Office immediately.

Q: I signed up for the Kid's Club Flat Rate and my kids no longer come to the club with me. How do I cancel?

A: Upon completing three consecutive months, notify the Business Office and let them know you would like to cancel the Kid's Club Flat Rate. We do require a 30-day notice prior to next bank draw date.

Q: I want to add my husband to my membership, how much is it and whom do I talk to?

A: You may add your husband to your membership at anytime. There is a one-time add-

on fee. This amount is the difference between the single and married couple joining fee rate. Contact Membership Services for current prices and more information on our annual Free Upgrade week.

Q: Why do you require a 30-day notice prior to next bank draw date when I want to make a change to my membership?

A: Our 30-day notice policy provides us ample time to thoroughly process your membership information. Examples are, bank notification to cancel EFT withdrawal, mailing and receiving of resignation forms, our billing cycle, etc...



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Business Office Information Guide

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