



Commonly Asked Information About Your Membership

Please note that this section is intended to give a brief overview and description of options and benefits of your membership. It is NOT a comprehensive description of association policies and guidelines. If you should need more exact information on any of the topics listed below, please contact your branch's Membership Services Desk.

Q. What are the payment options for membership?

- A. You can choose either a monthly draft or an invoice. If you choose the monthly draft option, you will need to provide a voided check in the name of the primary member. You may select the day of the month your draft occurs each month from the 1st, 8th, 15th, or 23rd. In addition to any applicable joining fee, you will be asked to pay a prorated portion of the month to get your draft started before you begin drafting. (*You will always pay ahead for your membership.*) For invoice, you can choose either a semi-annual or annual invoice. You will pay up front in 6 month increments or 12 month increments either by cash, check, or credit card. Renewal notices are sent out approximately 30 days prior to the expiration of your current invoice.

Q. Is there financial assistance available?

- A. Financial assistance is available to those who qualify. You may obtain an application at the membership desk or download one from our website at www.ymcacharlotte.org. Once all documentation is received, the approval process takes approximately 7 – 10 business days.

Q. What if my employer pays for my membership?

- A. If your company has an agreement with the YMCA's of Greater Charlotte, please see your company's HR director for the appropriate forms and details regarding subsidy details. If you are interested in getting your company signed up – please see your branch for details.

Q. What is your guest fee policy?

- A. A facility member can bring guest(s) with them to the YMCA. It is \$10/guest per day. If someone wants to visit the facility and is not with a facility member, the fee is \$20/guest per day. Guests under 16, must be accompanied by a member 16 years of age or older.

Q. Can I visit other YMCA's in other states with my membership?

- A. If you are a member of the YMCA from another area or state, you can utilize our facility 3 times a month. We ask that you read and sign our guest policy. You may also be able to use your Charlotte YMCA membership to visit other YMCA's while you are out of town. Please contact the branch you looking to visit to confirm their participation in the AWAY program.

Q. What is the cancellation policy?

- A. In general, written notice in the form of an association cancellation form is required 15 days prior to your bank draft date to cancel your membership. If you are an annual or semi-annual invoice member and cancel in the middle of your pre-paid invoice, you will be refunded the unused portion of your invoice less 15 days from the date your written notice was given.

Q. Can I put my membership on hold?

A. Yes, we allow your membership to be frozen one time per calendar year. You can choose to freeze for 30, 60, or 90 days. A 15 day written notice from your bank draft date is required. Please contact the membership desk for more information.

Q. If I am a Program Member, can I use the facility?

A. As a Program member, you can use the YMCA three times a year. You can also use the Water Park/Outdoor pool twice during the season.

Q. If I am a Regional member, what areas does this cover?

A. You will have unlimited access to the following branches as a Regional Member: Cannon Memorial YMCA, Cleveland County YMCA, Gaston County YMCA, Upper Palmetto YMCA, Rowan County YMCA and the Stanly County YMCA. Regional Memberships are available for \$5 more than our Metro Rates. You can select from a 1 Adult or 2 Adult plus Dependant option.

Q. How can I receive a free month membership?

A. A member can receive a free month membership by referring someone to the YMCA for membership. When your friend joins, there is an area on the membership application where you provide this information.

Q. If I have a Branch Membership, which YMCA's can I use?

A. Your Morrison/Ballantyne Village Branch Membership allows you unlimited access of the Morrison Family YMCA and the Ballantyne Village YMCA. You may visit our other Charlotte facilities up to 3 times per month.

Q. Do you offer childcare at your facilities?

A. The Morrison Family YMCA offers childcare for members for children ages 6 weeks and up during the following days and times:

Mon – Thu 8:00 Am – 1:00 PM and 4:00 PM – 8:00 PM

Friday – 8:00 Am – 1:00 PM and 4:00 PM – 6:00 PM

Saturday – 8:00 AM – 1:00 PM

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

YMCA Mission:



YMCA
of Greater Charlotte