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## Frequently Asked Questions

We have put together a list of Frequently Asked Questions to help guide you with similar questions you may have regarding the Hamilton Area YMCA. If you have a question that is not listed on here or would like to speak to someone personally, please contact our Member Service Department at 609.581.9622 ext. 0. You can also find many answers to your questions on our website at [hamiltonymca.org](http://hamiltonymca.org).

### **Do I have to be a Hamilton resident to belong to the Hamilton Area YMCA?**

No, you do not have to reside in Hamilton to be a member.

### **Are there different types of Memberships?**

Yes, there are three different types of membership to fit your needs – Program, Facility, and Facility Plus. A Member Service Staff Team member can discuss the details and benefits of each different type of membership.

### **As a Hamilton YMCA Facility Member can I use other YMCAs?**

The state of NJ has a reciprocal membership agreement whereby you can utilize participating YMCAs in NJ at no cost following their policies. You must use your Home YMCA (the YMCA you are paying dues to) the most. Many YMCA's throughout the United States participate in the A.W.A.Y. program. We suggest you call the YMCA you are planning to visit prior to the visit to find out their specific policy and what facilities they have.

### **Is the Sawmill Family Pool Membership included in my Facility/Facility Plus Membership?**

No, the Sawmill Family Pool Membership is not included in your Facility or Facility Plus Membership. It is important that we regulate the number of people that join the Sawmill pool for safety reasons.

### **What is the Joiner Fee?**

The Joiner Fee which is a one-time, non-refundable fee paid at the time of joining is used to improve your YMCA in the future.

### **Do you offer Insurance Reimbursement for Membership Dues?**

Some insurance companies and HMO's will reimburse participants for partial or all membership fees. We will be happy to verify your membership but will not bill the insurance company for fees due. If you need verification, we will gladly write a letter indicating your current membership status. Check with your insurance carrier for details.

### **Do you offer any special promotions or corporate rates?**

We currently have a partnership with Horizon health care in which if you have this type of insurance you will receive a free 30-day trial membership. We also have collaborations with many local businesses for corporate membership rates. Please ask a Member Service Staff Team member or visit our website at [hamiltonymca.org](http://hamiltonymca.org) for a list of participating companies.

### **How can I pay my membership fees?**

Fees can be paid in full by cash, check, or credit card (all of which is non-refundable), or you can sign up for the Automatic monthly Bank Draft after paying an initial, non-refundable down payment. Bank Draft can be set up through a checking account or credit card. As a not-for-profit charitable organization we do offer Financial Assistance for those who qualify. For more information contact ext. 140.

### **How do I cancel my membership?**

If you decide to leave the Hamilton Area YMCA you must come in to cancel your membership. If you have elected to pay your membership via Bank Draft, you must provide 30 day notice.

### **When are your Program sessions?**

The Hamilton YMCA runs 6 Program sessions throughout the year. Winter, Spring I, Spring II, Summer, Fall I, and Fall II. We provide a Program and Membership Sampler brochure for each session which is mailed to all current members as well as inserted into the Hamilton Post. You can also search our website for schedules.

### **How do I register for Programs?**

We offer registration prior to the start of each session for that session. You can register Online at [hamiltonymca.org](http://hamiltonymca.org), in person at the YMCA, or over the Phone. Note: as a Facility or Facility Plus member you do not have to register for inclusive land and water group exercise classes (i.e. Zumba, yoga, step, etc.).

### **What is the difference between Priority and Open Registration?**

Priority registration for program sessions takes place the week before Open Registration. Priority is an added benefit for our Facility and Facility Plus members only.

### **How do I login to the Online Registration?**

Your login is "last name, first name" (i.e. Zigenfus, Kristina). Your Password is "initials and birth date" (i.e. KZ070772). Each member will have their own login and password. We encourage you to change your login and password once you have signed in.

### **If my membership expires during the program session can I still go to class?**

Membership must remain current throughout the duration of the program session. If your membership expires during the program session, you must renew at the time of registration.

### **Does the YMCA offer Volunteer Opportunities?**

The Hamilton Area YMCA has many opportunities for volunteers. We are a volunteer driven organization. If you have specific skills or areas of interest you think could be valuable to our organization and community, please fill out an application that can be found on our website or at our Member Service Desk.

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