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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.

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

At the Y, we believe that positive, lasting personal and social change can come about only when we all work together to invest in our kids, our health, and our neighbors. This strengthening of community, and the realization of a Y's full potential, has the most impact when all Y's are open to all Y members and provide safe and welcoming environments for everyone. **With Nationwide Membership, members can visit any participating Y in the United States and Puerto Rico through membership at their home Y, at no additional cost.**

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

No, the Sawmill Family Pool Membership is not included in your Facility Membership. It is important that we regulate the number of people that join the Sawmill pool for safety reasons. However, you do receive a discount as a Facility Member.

### **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 provide a letter indicating your current membership status. Check with your insurance carrier for details.

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

We 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 may come in person or request to cancel your membership online. 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. Registration and program schedules are available on our website.

**How do I register for Programs?**

You can register online at [hamiltonymca.org](http://hamiltonymca.org), in person at the YMCA, or over the phone. Note: Facility members do not have to register for inclusive land and water group exercise classes (i.e. Zumba, yoga, step, etc.).

**What is the difference between Member and Community Registration?**

Member registration for program sessions takes place about a week before Community Registration. Member registration is an added benefit for our Facility members only.

**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.

**Hamilton Area YMCA**  
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