



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PROGRAM REGISTRATION POLICIES

FALL 1 September 8 – October 25, 2020
Member Registration - August 17, 2020
General Public Registration - August 20, 2020



PAYMENT METHODS

In-person registration payment is accepted in cash, check, or credit card. Online registration must be paid by credit card. The full class fee must be paid at time of registration to reserve your spot. Returned payments will be assessed a \$25 service fee. The YMCA reserves the right to make additional attempts to process payments for all returned payments.

ONLINE REGISTRATION

Go to www.ymcafoxcities.org and click on the "Program Registration" hyperlink located in the upper right-hand corner. Click the "Register Now" button.

Create a new account or sign into your account with your username and password. All you need to do is follow the simple instructions below (please be aware that you will need to provide a valid email address.)

1. Ensure you have a valid email address connected with your Y membership. If you are not sure please contact Member Services at your Y for assistance.
2. Log on to <https://operations.daxko.com/Online/Membership/myaccount.aspx?cid=5099>.
3. Click "FIND ACCOUNT" in the middle box. Enter your last name, birth date (MM/DD/YYYY) and zip code.
4. Enter the email address associated with your membership. A secure link will be sent to this address prompting you to create an account.
5. Follow the instructions in the email to create a password.
6. Go back to <https://operations.daxko.com/Online/Membership/myaccount.aspx?cid=5099> and enter your email address and password in the first box. You are now ready to search and register online for programs.

A system credit in the system will be available in the check-out screen to be used for online transactions. General public participants should present their receipt at the Member Service Desk to receive a program pass for the session.

MY ONLINE ACCOUNT

Once signed in the top of your screen will show options to search for programs, view your account, pay any balance dues, payment history and your registrations.

Adding new members to a membership - Y members that need to add an individual to their family need to call their YMCA of the Fox Cities branch membership department or stop by in person to activate their membership.

- Apple Creek (ACY) - 733.9622
- Appleton (APY) - 954.7605
- Fox West (FWY) - 757.9820
- Heart of the Valley (HVY) - 830.5700
- Neenah-Menasha (NMY) - 886.2121

REGISTRATION INFORMATION

AGE REQUIREMENTS - Participants need to meet the age requirements of the class by the time they register for the class. For exceptions please contact the director of the appropriate department.

SWIM REGISTRATION - Swim registration is closed after the second week of classes. Please call the Aquatic Department at your YMCA location for exceptions or questions.

ALTERNATE FORMS OF REGISTRATION - No phone, mail in or faxed registration will be accepted.

DISCOUNTS, COUPONS OR CREDITS - - If you are an employee you must register in person. Discounts are not available online and will not be refunded or credited after the transaction is completed. Credits in the systems may be used online.

Membership For All recipients may be able to auto-apply financial assistance to some program fees when registering online, however certain programs have limited discounts or no discounts at all. See your Membership For All proposal for details or contact the Member Services department at your local branch.

REGISTRATION CONFIRMATION - When your transaction is complete an e-mail confirmation receipt will be sent to you. General public must bring the receipt to the first day of class to receive a program pass from the Member Services Desk. Please show your pass for entry at the Member Services Desk each time you attend your class.

REFUND/CREDIT POLICY

The Y reserves the right to cancel, reschedule or combine classes that do not have sufficient enrollment. In the event of a cancelled class due to lack of enrollment, a full refund or credit will be issued. A full refund or credit voucher will be issued if the participant cancels 24-hours before the first day of the session.

A pro-rated credit will only be given if participation ceases due to medical reasons. A note from the doctor will enable one to receive a refund. There are no credits given for individual classes missed. No refunds/credits are given on individual classes cancelled due to weather.

Some programs require a deposit/registration fee that is non-refundable. Participant cancellation in these programs will result in loss of the deposit. Credit vouchers expire 6 months after date of issue.

Programs/service dates that are canceled for inclement weather or conflict with school district calendars are not refundable and do not qualify for a credit.

If you need to withdraw from a program/service before it begins we will be happy to issue a credit voucher; refunds are not given.

Late registrations are accepted for most classes, up to 3 weeks into a session; however, class fees will not be prorated.

ANNUAL CAMPAIGN

No person will be denied the benefits of the Y membership or program due to financial limitations. Scholarships are available for programs, child care and membership. For more information, see the Member Service desk at your local branch.

ADMITTANCE POLICY

Members must bring their Y membership card each time they use the facility. General Public must show their current program pass or purchase a day membership pass.

PROGRAM PARTICIPATION

Members and the general public are welcome to join any Y program. In order to receive member rates on programs, you must be a member throughout the length of that program. Y programs are often photographed for promotional purposes. If you do not wish to be included, please inform the photographer.

CHARACTER DEVELOPMENT

UPDATED ON: AUGUST 10, 2020

Character development is at the heart of what we do at the YMCA of the Fox Cities. To accomplish our mission, we incorporate character development in all our programs. The YMCA of the Fox Cities has adopted CARING, HONESTY, RESPECT and RESPONSIBILITY as our focus of our communication, activities and staff/member relationships.

GIFT CARDS

Gift cards are available for purchase from Member Services.

ACCIDENT AND VALUABLES

The Y is not responsible for any accidents. All individuals participate at their own risk. The Y is not responsible for personal property lost, damaged or stolen. Please secure all belongings. A lost and found is available at each facility.

CHILDREN WITH DISABILITIES

Please notify Member Services if your child has any special need or disability, as we would be happy to provide any assistance needed.

Our Mission: To put Christian principles into practice by promoting youth, adult and family activities that build a healthy spirit, mind and body for all.