



## **WINTER 2 PROGRAM SESSION:**

**February 26- April 14, 2024**

**YMCA Member Registration- February 19, 2024 6:00 am**

**General Public Registration- February 22, 2024, 6:00 am**

### **FACILITY DESIGNATION**

APY – Appleton YMCA

ACY – Apple Creek YMCA

FWY – Fox West YMCA

HVY – Heart of the Valley YMCA

NMY – Neenah-Menasha YMCA

OGY – Ogden YMCA and Valley Tennis Center

### **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](http://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
- Ogden (OGY) - 560 -0001

## 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 third 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. Credit vouchers expire 1 year after date of issue.

Some programs require a deposit/registration fee that is non-refundable. Participant cancellation in these programs will result in loss of the deposit.

There are no refund/credits given for individual classes missed or cancelled due to weather.

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.

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

A full refund or credit voucher will be issued if the participant cancels 24-hours before the first day of the session with the Aquatics and Gymnastic programs. See Aquatic and Gymnastic program refund/credit policy below.

Due to high volume demand for Aquatic and Gymnastic programs, we ask that you carefully review your cart for days/times and locations at checkout as changes due to errors can only be made if there are existing openings. Please note the following new policies below.

### **Aquatic and Gymnastic Program Registration Policies:**

**Prior to the first day of the session:** If you withdraw from a program prior to the start of the first day of the session, the YMCA will issue a **credit voucher** for the class. The session generally begins on a Monday, all cancellations must be requested via email prior to Monday to receive a credit. Credit vouchers expire one year from issuing date. Refunds will only be issued for a medical reasons and a doctor's note must be provided to the program director.

**After the start of the first day of the session:** If you withdraw from a program after the session has begun **no credit or refund will be given**. The session generally begins on a Monday, all cancellations must be requested via email prior to Monday. Refunds will only be issued for a medical reasons and a doctor's note must be provided to the program director.

**Waitlists:** If an opening is available in a waitlisted program, the Program Director will notify you via email and will require a 24-hour time limit for response. If you do not respond within 24 hours, the Department will contact the next person on the waitlist for the opening. Please make sure that your email in your account is accurate.

### **ANNUAL CAMPAIGN**

No person will be denied the benefits of the Y membership or program due to financial limitations. Scholarships are available for programs, childcare 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. 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**

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.

**UNITED WAY**

**The YMCA is a United Way partner agency and is provided investment for select program offerings.**



**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.