

YMCA MEMBER FREQUENTLY ASKED QUESTIONS

Can I still be a member of the YMCA?

Yes, you can still be a member of the YMCA. In fact, maintaining your membership helps our community during this time of uncertainty. We know your membership is rooted in the relationships you have built at the Y. Help us create a history that demonstrates how we came together and served those families who needed us most. Naturally, we will put your membership on hold if you wish, but if you want to join us in service to others, please keep your membership active.

How would I put my membership on hold?

You may place your membership on hold by completing this [MEMBERSHIP HOLD](#) form or contacting our Business Services Office at 402-977-4304.

Requests can also be submitted via email to the Business Services Office at comments@metroymca.org.

Who do I contact about my membership?

While the branches are temporarily closed, please contact the Business Services Office at the email and phone number listed above.

How will I know when the branches come back open?

Please visit www.metroymca.org for continued updates. In addition to our website, we will share updates via our social channels and member emails as information becomes available.

What happens with my membership if I put my membership on hold and the branches re-open?

Just let us know and we can take your membership off hold so that you can start enjoying your membership again immediately. A pro-rated fee will apply if you take your membership off hold early.

How do I cancel my membership?

We recognize this is a difficult time. If possible, we ask you to consider the work we do as a nonprofit organization. Your membership dues are the foundation of our work and will allow us to continue to serve so many in this challenging time.

Keeping your membership active will allow us to continue to support our community and employees as much as possible.

If you would still like to cancel your membership, please contact the Business Services Office at the contact information listed above.

What if I was recently drafted on March 18th?

We are sorry this has impacted you. Due to pre-set draft timing with our financial institution, the March 18th membership draft has run as originally scheduled. The YMCA leaders are working on a plan for all memberships if the Y remains closed for an extended period of time. We are still hoping this is a week to week closure. Please remember you can put your membership on hold during this time.

What happens to memberships if the YMCA remains closed for an extended period of time?

The YMCA leaders are working on a plan for all memberships if the Y remains closed for an extended period of time. We are still hoping this is a week to week closure. Please remember you can put your membership on hold during this time.

PROGRAMS

What if my child's swim lessons were cancelled before the end of the session?

Your account will be issued a credit that can be used towards a future swim lesson or other YMCA program by December 31, 2020.

GROUP EXERCISE

How can I stay active during the Y's closure?

The YMCA of Greater Omaha is offering FREE online fitness classes for members of all ages and fitness levels! We have 3 different options for you:

- **YMCA 360: Your Virtual Y**—All free workouts from Y instructors offered through YouTube

https://www.youtube.com/.../UCOGt_IpceP.../playlists

- **MOSSA MOVE**—MOSSA is providing 60 days for free. Once you create an account at the following link you can access via the MOSSA MOVE app available through the Apple App store or the Google Play Store or stream workouts at www.mossamove.net.

<http://bit.ly/MOSSAMoveAtHomeWorkout>

- **LES MILLS On Demand**—Some FREE content and some subscription content.

<https://watch.lesmillsondemand.com/at-home-workouts>