

## **Important FAQ's Regarding The 20/20 Member Referral Program**

### **What is the Member Referral Program?**

The Geneva Family YMCA is dedicated to strengthening the community we serve. As a part of our focus on youth development, healthy living and social responsibility, we are launching the Member Referral Program. This program calls on our existing members to help us strengthen our community by inviting their friends and family to join the Y. When a member helps us we help that member and their friends and family by discounting standard membership fees by 20% - **The 20/20 Referral Program.**

### **Can I Refer more than one friend or family member?**

Yes! There is no limit on the number of referrals you bring to the Y. As long as one of your connected referrals remain active, you will continue to enjoy the member referral rate.

### **How long is the reduce rate valid?**

The reduced rate received from participating in the 20/20 Referral Program is good for as long as BOTH parties remain members. Should one of you cancel your membership, the remaining member has 30 days to refer another friend or family member to JOIN. If the remaining member fails to do so within the 30 days, the membership rate will return to the standard rate for their specific membership type.

### **Will the 20/20 Member Referral rate ever increase?**

Yes, future nominal rate increases will be applied, but will still be discounted the 20%.

### **When will we see the rate go into effect?**

The new member will received the member referral rate when their membership begins. The member referral rate for your membership will be reflected in the next billing cycle following the join date of your friend or family mem start date.

### **Who is eligible to participate in the 20/20 Member Referrral Program?**

Family, Senior Family, Adult, Senior and Young Adult EFT continuous pay and annual full pay are eligible to participate.

### **What if I have a Silver Sneakers, Silver and Fit or Youth Membership or receive Financial Aid?**

You can refer friends that fit into the eligible participant category to participate in the 20/20 Referrral Program. You will not see a reduction in your rate as they are 3<sup>rd</sup> party reimbursement or discounted significantly already. The friends and family you refer will be able to enjoy the member referral rate.

### **Can I leave and come back as another member's friend and receive the member referral rate?**

**No.** New Members must not have been a member of this Y in the last 6 months (180 Days) to qualify for the member referral rate. If you put your membership on hold, you will no longer qualify for the member referral rate and the member connected to you will have 30 days to get a new referral or they will lose their discount.

**What do I do? How do we start?**

1. Get a Member Referral Form at the Front Desk or print one out from our website.
2. Fill out the part for you...Provide your first and last name, key tag number and email address.
3. Have your friend bring the referral form with them when they join the Y.
4. After your friend joins you will see the new member referral rate on your next auto draft or annual payment date.
5. If either of you cancels your membership, the remaining member has 30 days to refer a new friend.
6. Continue to share the Y! The more referrals you have, the greater protection you have to ensure your savings.