



Memo

To: All Chinatown YMCA Members

From: Jeff Rothberg, Membership Director, Chinatown YMCA

Date: September 28, 2011

This fall, we are upgrading our software system in an effort to give you, our members, the best service possible. The new system (DAXKO) will allow members to create online profiles, update information online, and provide increased security for your personal information. During this time, we will be sure to keep you abreast of any updates. To make this transition as smooth as possible for you and your family, there are a few ways you can help as well. We suggest the following:

- Be sure we have your most current email and mailing address on file
- Review the following policy changes
- Contact us with any questions you have

In an effort to streamline our policies across our 15 branches, we have also made changes that may affect your membership. See below for an overview of policy change within the YMCA of San Francisco.

MEMBERSHIP HOLDS

Membership may be placed on hold for medical reasons. Medical membership holds are free of charge and require a doctor's note. Nonmedical membership holds will no longer be available.

REFUND POLICY

The YMCA of San Francisco will refund the unused portion of annual dues paid, excluding the 30 days notice to cancel upon receipt of written notice. Monthly bank drafts will remain continuous until 30 days written cancellation notice prior to bank draft date is given to the Membership Department. Members requesting refund within the first 30 days of their membership will be fully refunded including the joining fee.

GUEST PASS POLICY

As of January 1st, 2012 YMCA members can now bring in up to two guests at a time, free of charge. Guests of members will be entered into our system, invited to take a tour of the facility, and if qualified, asked to join. Guests may visit the YMCA of San Francisco once. Guests who are visiting for an extended period will be offered a variety of short-term membership packages.

ONLINE PROFILE

Our new online profile management will launch for members in late fall. In addition to registering for programs, this will allow members to update contact information, pay balances or update payment method anytime, anywhere.

PROGRAM REFUND POLICY

No credits, refunds, or transfers are allowed within 14 days of the start of the program for which you are registering. If you wish to make a change or cancel your registration prior to the 14 day deadline, you may choose one of the following:

- *A transfer to another YMCA program (registration must be available).
- *A credit for future use to any YMCA program (minus a \$5 processing fee per person and the non-refundable deposit).
- *A check or credit card refund (minus a \$10 processing fee per person and the non-refundable deposit). Check refunds can only be issued for amounts over \$20. Please allow two weeks for processing. Child Care requires 30 days notice from the draft date.

Please bear with us throughout the months of October and November as our staff members learn the new system.

At the Y, strengthening community is our cause and we thank you for your continued participation and support.

備忘錄

致：華埠青年會所有會員

自：華埠青年會會員服務部主任 Jeff Rothberg

日期：2011年9月28日

今年秋天我們將全面升級我們的軟體系統以提供您，我們的會員們，最好的服務。新的系統(DAXKO)可以讓會員們在網上建立自己的個人檔案、更新資料並為您的個人資料提供更安全的保障。在這段時間內，我們保證會讓您掌握任何最新訊息。為了讓這個改變能順利的進行，我們有幾個地方需要您的協助。請您注意以下幾點：

- 確定我們的系統已經有您目前的電子郵件和通訊地址
- 閱讀並了解以下條款的更改
- 如有任何問題請與我們聯絡

為了讓我們 15 間分會的條款更精簡，我們做了一些更改可能會影響到您的會員資格。請參閱以下概述以了解三藩市青年會在條款上所作出的變更。

會員資格保留

只有健康理由才可暫停會員資格，會員資格保留期間。所有月費將停止收取，但必須提交醫生證明。非醫療性理由將不再受了。

退款條款

取消會員資格時，三藩市青年會將退還預先支付的年度會員費中的未用金額，但不包括為取消會員資格所提出的三十天書面通知的這段期間。如要停止每月份的銀行自動繳費功能，會員資格部門必須在銀行繳費日前三十天收到取消會員資格的書面通知。在加入會員後的三十天內，會員如要求退款將可以獲得包括入會費在內的全額退款。

訪客通行條款

自 2012 年 1 月 1 日起，青年會會員可以一次帶最多兩位訪客同行，訪客為免費。會員所帶的訪客將會被登錄到我們的系統、和邀請參觀會所設施的導覽，而且如訪客有興趣，我們將邀請其加入會員。訪客只可以造訪三藩市青年會一次。訪客如果想造訪青年會一次以上，我們可以提供適合用於短期的會員資格計劃。

網上個人資料

我們新規劃的網上個人資料管理將在秋季末時開始提供。它除了可以讓您在網上報名課程，還允許會員在任何時間、地點更新聯絡資料、支付會費或更新付款方法。

活動退款條款

在活動開始前 14 天內，我們將不接受信用保留、退款或活動更改的要求。如果您在截止前十四天內想更改或取消您已報名的活動，您可以選擇以下其中一種方式：

- *參加另一個青年會的活動 (必須在活動還可報名的情況下才許可)。
- *可保留信用有待參加任何其它青少年活動 (需扣除每人五元的手續費和不與退還的押金)。
- *支票或信用卡退款 (需扣除每人十元的手續費和不與退還的押金)。支票退款只限用於金額二十元以上。請容許兩個星期的處理時間。育兒項目需要在銀行繳費日前的三十天收到通知。

10 月與 11 月份，當我們的職員在學習新系統的期間，請您耐心包容。

在青年會，加強社區是我們的目標，我們衷心感謝您的繼續參與和支持。