

# AYCC Financial Policies

Excerpt from the AYCC Member Handbook 2024 – p.12



## AFFORDABLE ACCESS PROGRAM

The AYCC is committed to welcoming everyone, regardless of financial need. We offer many programs to help families and individuals with financial support for membership, childcare, and programming.

- AYCC Aid – membership & programs, available through an application
- Service Discounts (veterans, educators, emergency workers)
- BGCA Mission Youth Outreach Initiative
- YMCA & DOD Military Outreach Initiatives (family membership)
- Insurance-paid programs
  - Silver Sneakers
  - Renew Active
  - Silver & Fit

We also work with community partners to provide access. Those include:

- Maine Veterans Alliance
- Capital Area New Mainers Project
- Maine Children's Home
- Big Brothers Big Sisters
- Town subsidies (various rec departments, housing authorities, etc.)
- Temporary Assistance for Needy Families (TANF)
- Third Party Subsidies for childcare
  - Child Care Affordability Program (CCAP) – Families who are working, in school, or job training
  - ASPIRE Childcare – For families who are currently receiving TANF

- Transitional Child Care (TCC) – For families who are no longer receiving TANF, but have in the last 12 months
- Higher Opportunity for Pathways to Employment (HOPE) – Families who are in school (certification, associates, bachelors).
- DHHS Billing (Youth in Custody of State) – Licensed Childcare, (generally) up to 2 weeks or \$500 at Camp Tracy Day Camp, and in some instances, youth or teen membership, and additional programming.

## MEMBERSHIP RATES

Membership rates and Affordable Access Programs are approved by the Board of Directors. Written notice will be given to members at least 30 days in advance of membership rate changes. Effective May 1, 2024, membership rates are:

Membership Type	Monthly Fee	Annual Fee
Youth	NA	\$50
Teen	\$20	\$230
Student	\$40	\$460
Adult	\$50	\$575
Adult Couple	\$75	\$862
Senior	\$40	\$440
Senior Couple	\$50	\$550
Family 1 Adult	\$60	\$690
Family 2 Adults	\$85	\$977
Family 3 Adults	\$110	\$1265
Family 4 Adults	\$135	\$1550

## GUEST PASSES

Guests may purchase day passes for open activities (Wellness Center, classes, open gym, track, Adventure Playland, etc.) Fees are listed on the schedules for each activity. Guests must be at least 16 years old to use the facility without parent/guardian supervision and must sign a waiver of liability. All fees listed are per visit/day.

- Daily Guest Pass \$15.00 per person effective Monday, April 7, 2025.

## MEMBERSHIP PAYMENTS

Memberships can be purchased as follows:

- Paid in full for one year at time of enrollment by cash, check, debit/credit card or by bank draft (additional paperwork required)
- Monthly payment plan to be paid by bank draft/ automatic withdrawal from a checking/savings account or through a monthly charge to a major credit card. At the discretion of the Chief Operations Officer, monthly cash payment plans may be allowed.

**Returned Payments** are managed by an outside source. In addition to automated resubmission efforts, you may receive messages to update your account information on our behalf. Returned payment service fees are \$30.00 per transaction and cannot be waived.

Register for programs & make payments [online](#) through Daxko!

## CONTINUITY OF MEMBERSHIP

Members should regard membership at the AYCC as a continuous relationship. Memberships are terminated by action of the member (including non-payment of dues) or by action of senior staff members.

**Paid in Full – Automatic Termination:** A member who paid his/her annual membership fee in full remains a member for the duration. If the member does not renew his/her membership, it will terminate automatically as of the renewal date. A member may also request to terminate his/her membership at any time and may request a refund for the unused portion of an annual membership. We do not issue retroactive refunds.

- **Monthly Payment Plan – Automatic Renewal:** A member who paid his/her membership fee using the monthly payment plan remains a member until he/she cancels their membership. *The request to cancel must be made 15 days in advance of your next scheduled draft to be processed in time to be terminated before the next draft date.* The member can request a refund for the unused portion of a paid month.
- **Hold:** Members may place their memberships on hold for at least one month. Payments and facility access are suspended during a hold. Members will be re-instated upon return to the facility and checking in at the Welcome Center.

- **Cancel:** We understand that certain circumstances may cause you to leave the AYCC. You may cancel your membership online through your Daxko account, in person, by calling the Welcome Center at 207-873-0684, or emailing [membership@clubaycc.org](mailto:membership@clubaycc.org)

## SUSPENSION OF MEMBERSHIP

- **Hold:** Members may place their memberships on hold for at least one month. Payments and facility access are suspended during a hold. Members will be re-instated upon return to the facility and checking in at the Welcome Center.
- **Cancel:** We understand that certain circumstances may cause you to leave the AYCC. You may cancel your membership in person, by calling the Welcome Center at 207-873-0684, or emailing [membership@clubaycc.org](mailto:membership@clubaycc.org)

*If you have a monthly bank draft, the request to cancel must be made 15 days in advance of your next membership fee draft to avoid fees.*

*Cancellation within 14 days of your scheduled payment will result in a \$10 fee. Annual memberships will be refunded on a prorated basis, less a \$30 fee. We do not issue retroactive refunds.*

- **Inappropriate Behavior** – Members who violate AYCC Behavior, Suspension, Appeal Policies may have restricted or terminated access to the facility as described in the policy.
- **Failure to Pay** – Memberships shall be terminated after two months of non-payment for any reason. If you are having difficulty paying for your membership or need to place your membership on hold, please contact the Director of Member Services and/or review options in our Affordable Access Program.
- **Reciprocity** – A person whose membership at another YMCA is suspended or terminated for cause is not eligible for membership at the AYCC.

## PROGRAM, RENTAL, & CHILDCARE FEES

All fees must be paid in full and in advance of the activity. Space in classes and childcare will not be held, and attendance cannot take place until full

payment is made before the activity begins. Late registration for programs is subject to approval from program directors. All rental fees must be paid at the time of booking and in full to reserve the time slot.

### **PROGRAM SESSION OR CLASS CANCELLATION**

We will cancel a class/program if it does not reach its minimum for participants. AYCC staff will make every effort to promote and implement all classes offered. In some cases, we will hold the first class for the opportunity to recruit more participants. If the minimum enrollment is not met after the first class, registered participants will be notified and given the option of joining another class, receiving a full account credit, or a full refund for the cost of the class.

### **GENERAL REFUND POLICY – PROGRAMS & CLASSES**

- If notification of withdrawal is received at least 48 hours before the first class, the participant will receive full credit on their AYCC account OR a full refund, less a \$10.00 processing fee.
- If notification of withdrawal is received less than 48 hours prior to the first class, the participant may receive 50% of the program fee, less a \$10.00 processing fee OR a credit of 50% of the program fee.
- No refunds are issued after the second class.
- Refunds are issued in the form of a check and are processed and mailed within 10 days of the request, regardless of payment tender. Credit Card voids/refunds can be made only on the same day as the original transaction.

**NOTE:** Some programs, including American Heritage Tours, Mid-Maine Dolphins, Childcare Programs (Summer Enrichment, Preschool, After School Program), and summer camps (Camp Tracy & New England Sports Camps) have their own refund policies. Please refer to program materials for refund policies.