

Superior Douglas County Family YMCA Members,

On behalf of our entire Y staff and board of directors, we hope that you and your families are doing as well as possible during this unprecedented and difficult time.

IMPORTANT INFORMATION ABOUT YOUR MEMBERSHIP BILLING AT THIS TIME:

We will continue our normal membership bank drafts. We are asking that you stay with us and continue your membership - not as a fitness facility member, but as a cause-driven member as we respond to the critical needs in our community. We are working hard providing care for children of essential workers in our community. For the duration of our closure, we are also offering virtual fitness classes for all ages by accessing our YouTube channel at https://www.youtube.com/channel/UCXD7ASD4Z5yp4vea_EH85bw. We know that not all of you will be able to do this, but if you can, we are asking that you refrain from freezing or cancelling your membership.

If you wish to continue your membership, you do not need to do anything now.

However, if you are not able to continue your membership draft at this time, we understand and you have the following options:

ONE MONTH COMMUNITY HEALTH FREEZE - You may place your membership on a free one month Community Health Freeze by filling out the freeze form at <http://bit.ly/FreezeForm>. Once the form has been filled out and submitted, your next scheduled bank draft will be skipped. The form must be submitted by March 27 if your next draft date is April 1st, and by April 10th if your next draft date is April 15th.

CANCEL MEMBERSHIP - You may cancel your membership by emailing mstarry@superiorymca.org stating you understand your freeze option, but still wish to cancel. Please include your name, address, and cancellation reason in your email. Your cancellation must be emailed by March 27th if your next draft date is April 1st, and by April 1st if your next draft date is April 15th. The membership drafts that took place in March are non-refundable.

You may call the Y at 715-392-5611 with any questions, but please know our staffing is limited to essential employees right now. Our remaining Member Services team will do the best they can to assist you at this time. Currently, Member Services staff will be answering phones from 7:00am-5:30pm M-F, but as you know, this may change without notice.

Please visit our website at www.superiorymca.org or our Facebook page by searching "Superior YMCA" frequently for the most up to date information.

Thank you for your time, friendship, and consideration. We are very grateful for you. For an organization that is built on bringing people together, it has been very difficult to keep you away from our Y. We appreciate the outpouring of kind notes of encouragement that we have been receiving. In a time that can easily feel dark, I hope we all take great comfort in the very bright examples of goodness in our community.

Best wishes and be well,

Chris Stenberg
CEO
Superior Douglas County Family YMCA