

**YAKIMA VALLEY RACQUET CLUB D/B/A  
YAKIMA ATHLETIC CLUB  
&  
YAC FITNESS  
BUSINESS OFFICE POLICIES  
8-2019**

**Business Office Hours**

Monday – Friday  
9:00 am to 5:00 pm  
Located at 2501 Racquet Lane - Yakima Athletic Club

**Contact:**

**Business Office**  
(509) 453-6521

yacbusinessoffice@yakimaathletic.com

*The Yakima Athletic Club and YAC Fitness uses ABC Financial for their second party billing company. You may reach their Member Service at 1-888-827-9262.*

**ADMINISTRATIVE FEES**

The following activities are subject to an Administrative Fee:

**\$35.00 Finance Charge**

- A service fee will be assessed and drafted to any check draft, credit card or order returned for insufficient funds. The late fee will be assessed and drafted should any monthly payment become past due.

**\$25.00 Processing Fee:**

- Change in Membership Status to include Leaves of Absence, downgrades and upgrades.

**\$25.00 Lost Locker Key Fee**

**\$5.00 Lost Key Card Access Fee**

**\$50.00 Non-authorized Guest Visit Fee:**

- Charged on verification of violation by management at YAC Fitness. Access is suspended until the fee is paid by credit/debit card or cash.

**CHARGES TO CLUB ACCOUNT**

For your convenience we offer Club Account services that require a credit/debit card on file for in house purchases of services and programs.

**CHANGE IN BANK ACCOUNT INFORMATION**

To avoid additional administrative fees, the Business Office needs 30 days to process any change in membership bank account information and/or EFT date. For checking account withdrawals, a voided check is required. For savings account withdrawals, a savings withdrawal slip is required. *NO DEPOSIT SLIPS ACCEPTED.*

**CHANGE OF MEMBERSHIP STATUS**

Members wanting to change their account status may contact Membership Services. A contract addendum will need to be signed for the following changes:

**Downgrading Membership** - Members under a one-year contract cannot downgrade their membership status (including dependents on the account at contract signing) until their one-year contract obligation is fulfilled. A processing fee of \$25.00 will be charged to their account.

**Upgrading Membership** - Members may upgrade their membership status at anytime. They will be charged the difference in the joining fee and dues. Each family member must sign an addendum form when upgrading. You may add dependant children under the age of 25 that reside at the same residence. Contact Membership Services for current prices and more information on our annual Free Upgrade week.

**COLLECTIONS**

Members with an account balance past due will be suspended from club access. Failure to bring account current, including any Administrative fees for bank returns, will result in your account being put into collections status. When an account is sent to collections, the member forfeits their membership status. Former members who have been suspended and forfeited who want to rejoin the Yakima Athletic Club or YAC Fitness, must sign a one-year contract, pay the full forfeited amount and purchase a 12 month in advance contract. No month-to-month contract will be granted.

### **LEAVE OF ABSENCE POLICY**

Members who have NOT fulfilled a one-year contract are not allowed to take a leave of absence unless there is a medical reason. A processing fee of \$25.00 is charged for all types of leave of absence. Members must call 453-6521, ext. 205 for leave of absence requests **30 days prior to the next bank draw date.** The member and dependents on a membership that has been put on Leave of Absence status CANNOT use the Yakima Athletic Club or YAC Fitness facilities.

**Maintenance Leave of Absence** - Members may take a leave of absence for a one to three month time period for a maintenance fee of \$20.00 per month for Yakima Athletic Club members or \$12.00 per month for YAC Fitness members. No partial months will be granted. A processing fee of \$25.00 will be charged. Applicable maintenance leave of absence must be requested 30 days prior to the next bank draw date. **The member must specify a date of return. Dues will automatically draw from bank account based on member's date of return.**

**Senior Leave of Absence** - A Senior member (65 years and older) that has fulfilled their contract may take a Leave of Absence for a maximum of 6 consecutive months. No partial months will be granted. A processing fee of \$25.00 will be charged. Applicable senior leaves of absence must be requested 30 days prior to the next bank draw date. **The member must specify a date of return. Dues will automatically draw from bank account based on the member's date of return.**

**Medical Leave of Absence** - Members may take a Medical Leave of Absence for a maximum of 3 months per year. A written medical release from a medical doctor, (MD) must be received before leave is granted. **Dues will continue to draw until written medical release is processed by the Business Office.** A processing fee of \$25.00 will be charged. Members must first contact the Business Office when returning from medical leave of absence and pay dues prior to access.

### **MEMBERSHIP FACILITY TRANSFER**

Yakima Athletic Club members may transfer to YAC Fitness upon a one year completion of their YAC membership contract. The member is charged a \$25.00 processing fee and is required to sign a one year YAC Fitness membership contract. YAC Fitness Members may transfer to the Yakima Athletic Club at anytime, however the member is charged a \$25.00 processing fee and is required to sign a one year membership contract at the Yakima Athletic Club.

### **PAYMENT BOX**

A payment box is located near the front desk at each facility for members to place their payment. This is set up as a convenience to our members. Members may also ask Front Desk staff to process their payment on account and provide a receipt. We accept credit and debit card payments at the Front Desk (VISA, MC, Discover & American Express).

### **PROMOTIONS**

Members may receive a CREDIT for the difference in the joining fee on his/her account for any promotion within 30 days of their join date. (No Refunds) This credit will not be made automatically, it is the responsibility of the member to contact the Business Office.

### **REFUNDS**

*ALL REFUNDS ARE ISSUED FROM THE ACCOUNTING OFFICE AND NEED APPROVAL BY MANAGEMENT. Please allow 15 working days to process all refunds.* No refunds on Punch cards (Tanning or Program Activity cards). These cards are non-refundable and non-transferable.

### **RESIGNATIONS**

Members must fulfill their one-year contract obligation prior to submitting a resignation. **A 30-day written notification must be submitted in person on a club form, or emailed to [yacbusinessoffice@yakimaathletic.com](mailto:yacbusinessoffice@yakimaathletic.com). In order to be effective, notification must be received 30 days prior to the next bank draw date.** Reference "*Buyer's right to cancel*" on the membership contract for more information. Please retain official dated copy of resignation for your records.

If the member is moving more than 25 miles from the club, written proof of move (for example, utility bill stating name and new address) must be submitted for resignation if member is within the first year of contract. Dues will continue to draw until written proof of move is processed by the Business Office.

**The Yakima Valley Racquet Club d/b/a Yakima Athletic Club and YAC Fitness requires all members to give a 30 day written notification prior to the next bank draw date to the BUSINESS OFFICE prior to terminating their membership.**

### **RESIGNED MEMBERS WANTING TO RETURN**

A member that resigns their membership from the club may rejoin (excluding collections status accounts) within 30 days of their resignation date (the last day member can use the club). The member will be charged a \$25.00 processing fee to reinstate their membership. All members wanting to rejoin, must be in financial good standing with YVRC, Inc. Members wanting to rejoin after the 30 day resignation are considered NEW members and all new membership rates and policies are applicable.