

BUDDY-UP FOR FITNESS (BFF)

Frequently Asked Questions (FAQ)

What is the Buddy-Up For Fitness (BFF) Membership Referral Program?

The Y is an organization dedicated to strengthening the communities which it serves. The BFF Member Referral program is a campaign in which we call on our existing members to help us strengthen and help our community become healthier by inviting their friends and family to join the Y. When a member helps us to create a healthier community by referring a member, both the member and the new member will receive a 20% savings off the standard rate of membership. If one of the pair leaves the Y, the remaining member has 30 days to "buddy-up" with a new non-member in order to keep the Buddy-Up rate.

How do I get started?

Y members need to identify a non-member BFF, complete the Sign Up Form and turn it in at the Courtesy Desk at 25 Parkway Drive. Be sure that you have a valid email address for your BFF before you get started. Non-members that join would follow the same process.

As a referring member, I've completed the referral process. Now what?

Both the referring member and the joining member will receive an automated response email detailing the process and what to expect. This email must be presented at the 25 Parkway Drive location at the time the joining member comes in to receive the discount (an electronic or mobile version of the email is permissible).

Does my friend or family have to be with me to join?

No. In fact, the referral process is completed by filling out the Sign-Up form. To complete that form you will need to have your buddy's name and valid email address. But if neither you nor your BFF are current members of the Y, both of you must complete the membership sign up process at the Courtesy Desk at the same time so that the BFF rate can go into effect at the time of the sign-up.

Can I refer more than one friend or family member?

Yes, but you can only be buddied-up with one BFF while you are in the BFF program.

What happens if my BFF decides to leave the Y?

You will have a 30-day window to recruit a new buddy to maintain the BFF rate. If you are not able to confirm a new buddy within that time frame, your monthly rate will go back to the standard membership rate for your membership category.

How long is this membership savings valid?

The 20% membership savings is valid as long as both buddies remain members of the Dubois Area YMCA. 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 does not refer another friend or family member to join within 30 days, the membership will return to the standard rate for the membership type. The YMCA staff will review the BFF program every year. Any changes to the program will be communicated to you 30 days in advance.

Will the BFF rate ever increase?

Yes. Future membership rate increases will be applied to the BFF rate, but will reflect a 20% savings as long as the pair remain members of the Dubois Area YMCA and the BFF rate is offered.

Does my buddy have to join the same Y location?

Please sign up to join at the 25 Parkway Drive location. Your membership will include use of both locations.

Who is eligible to participate in the BFF program?

Adult and Family members who pay through the automatic monthly bank or credit card draft are eligible. Members must be continuous members of the Y in order to participate in the BFF program. A new member is considered a member that has not been a member of the Dubois Area YMCA for 6 months or longer.

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I pay annually for my membership. Can I participate in the BFF program?

You may refer a buddy, but only your buddy can have the BFF rate at the time of joining. Previously paid annual membership fees cannot be refunded. When your membership is due for renewal, however, you may choose to convert your membership to automatic monthly bank/credit card draft to receive the BFF rate.

What happens if I receive financial assistance or a corporate discount? Can I still get the BFF reduced rate?

Each member is eligible for one reduction per membership. Based on eligibility, you will need to decide which one best fits your needs.

My insurance company pays for my Y membership. Can I be part of the BFF program (e.g. SilverSneakers®, Silver and Fit®, etc.)

No. You are welcome to refer members to the Y, but to be part of the BFF program both buddies must be on a monthly bank or credit card draft. Please call the Y if you are not sure if this applies to you.

I referred my friend and my friend joined the Y. When will we receive the BFF rate?

The BFF rate will go into effect when the referred membership is actually purchased and automatic bank draft is started. The reduced rate for your membership will be reflected in the next billing cycle following the join date of the friend or family member you refer.

Before the BFF program began I referred multiple families to join the Y. Can I receive a rate reduction based on their membership?

No. The BFF membership savings is only available for current members referring new members or for new members joining the BFF program together.

Can I receive a refund if necessary?

No. Membership fees are non-refundable.

I am joining the Y as a new member in the Buddy-Up program. Do I have to pay a joining fee?

Yes. You will be asked to pay a one-time fee of \$30.

I am interested in a locker upgrade? May I apply the 20% savings to those fees?

No. The 20% membership savings may only be applied to the standard membership rate.