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Online Memberships - Frequently Asked Questions

Do I need to setup an online account if I have been a YMCA of Greater Boston member, guest or program participant in the past?

- No. We should be able to save you some time by finding your account. Visit <https://yweb.ymcaboston.org/SpiritWeb/Login>, click “Setup Online Account” and then “Find Me” to search our database. Your last name, date of birth and last known zip code is required. In addition, you will need to enter either your Scan Card ID#, Contact Person ID# or Receipt Number from a Recent YMCA Purchase (since October 2016) to proceed. Call any YMCA of Greater Boston location or email membership@ymcaboston.org for assistance obtaining this information.

How do I request for my online account password be resent?

- Call any YMCA of Greater Boston location or email membership@ymcaboston.org to place this request and include your full name, date of birth and last known email on file with us.

What if I don't see the membership type I'm looking for?

- Certain membership types can only be setup by visiting us in-person. Click [here](#) for a list of locations and hours of operation.

What form of payment can I use to join online?

- A credit card is currently the only form of payment accepted to join online. You will need to visit us in-person for additional payment options.

What if I would prefer an annual membership that I could pay in full?

- We can accommodate this request for you. Please visit us in-person at the location you anticipate utilizing most frequently.

What is the joiner fee?

- The YMCA of Greater Boston charges a \$25 joiner fee for each adult. This is a one-time fee and you will not be charged this again unless a lapse of membership 60 days or greater occurs.

Will my membership begin today?

- Yes.

What are the next steps after joining online?

- You will receive a welcome letter to the email address provided. Please follow these instructions to obtain your scan card, register for your complementary Personal Training sessions and get linked to the many benefits of a Y membership.



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Is financial assistance available?

- A discount will automatically appear for those joining online who have already submitted a financial assistance application and been approved within the past 60 days. If you are in need of financial assistance after joining, please visit the front desk at the Y you joined to speak with a membership representative and obtain an application.

What changes can I make to my account online?

- You can update your address, phone and email online. All other changes must be placed at the Welcome Center desk of the Y you joined or submitted in writing and confirmed by us.

What if I'm purchasing a membership for another person?

- We encourage you to call or visit us to discuss all of your options for gifting a membership. Click [here](#) for a list of locations and hours of operation.

Can I register for programs after joining online?

- Yes. You will be eligible for "Family" level pricing for each individual covered by the membership immediately following joining online. Additionally, you can register for programs online each session in the future.

What is the Cancellation Policy?

- Our memberships do not have long-term contracts. However, your credit card will be automatically charged every 30 days (same draft date per month) until you inform us otherwise. If you wish to cancel, you must request in written form at least 15 days prior to next draft date.

Who can I contact with questions?

- Call or Visit any YMCA of Greater Boston location or email membership@ymcaboston.org with any questions.