

Metro Atlanta YMCA  
Membership - Satisfaction Guarantee

Our goal is to satisfy our members and provide opportunities for their continuous evaluation of our performance. It is our belief that during your first 30 days of membership, it is possible for you to assess our ability to meet or exceed your expectations. Should you decide to terminate your membership within the first 30 days, you will receive a full refund of the joining fee and your monthly dues, if requested.

After the initial 30-day period, should you choose to terminate your membership for reasons believed by you to be our failure to respond to your written or verbal request(s) for improvement, you will be refunded your monthly dues from the current date and retroactive to your determined date of dissatisfaction. Prepaid membership dues will be refunded from the anniversary date retroactive to your determined date of dissatisfaction.

The success of the YMCA is a shared responsibility. Please use the comment cards or speak directly to any staff member of any situations that you feel compromise the quality of the member experience.