



FOR YOUTH DEVELOPMENT™
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

January 10, 2020

Dear Healthplex Member,

As you know this is an exciting time for our community for the Springfield YMCA will begin operation on January 18, 2020 at the current location of the Healthplex for the Healthplex Sports Club will end operation at 3PM on January 17, 2020. You were first notified of this in November and since then there have been many questions. We have done our best to answer all of the questions and address all of your concerns and this letter will hopefully address some of the outstanding items that remain.

- **January 2020 Dues**
 - Similar to every month on January 10th the account that we have on file was billed for your January dues. Due to the change in operation you were charged a pro-rated rate and only billed for 17 days for the month. This rate was calculated by taking your monthly dues and dividing it by 30 (days) and then multiplying that number by 17 (days).
 - The YMCA has decided not to bill members for the remaining 13 days in the month of January. Meaning even though you were billed a pro-rated rate you will still have access to the club the entire month of January as long as you convert your membership.
- **February 2020 Dues**
 - Your first YMCA dues will begin on the day that you sign up for a membership for the Y. If you have already signed up, your first deduction from the Y will not be until February 1st.
- **Pre-Paid Dues**
 - Any member who pre-paid dues and still has a balance on their account after the January dues are billed will be reimbursed by Crozer-Keystone Health System. A check will be mailed to the address that is on your file within 45 days of January 17th.
- **The Spa at the Healthplex**
 - The operation of the spa will cease on January 17th.
 - Spa gift cards and pre-paid services for the spa will be reimbursed by Crozer-Keystone Health System. A check will be mailed to the address that is on your file within 45 days of January 17th.
- **Childcare Cards and Childcare Coupons**
 - As a member of the Y you will receive supervised childcare at no cost. Unused Healthplex childcare cards/coupons will be reimbursed by Crozer-Keystone. A check will be mailed to the address that is on your file within 45 days of January 17th.

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- **Promotional Gift Cards**
 - Promotional gift cards were given to members as a free incentive at times over the years. Funds were never collected for promotional gift cards so there is no monetary value. Promotional gift cards will be accepted at the Springfield YMCA until 2/17/2020.

- **Personal Training Sessions**
 - The YMCA will honor Healthplex Sports Club pre-paid personal training sessions for one-year. All unused pre-paid Healthplex Sports Club personal training sessions will be considered null and void on 1/18/2021.
 - Personal training sessions will have to adhere to the personal training operational standards of the Springfield YMCA.

- **Swimming Coupons, Lessons, and Sessions**
 - The YMCA will honor Healthplex Sports Club pre-paid swimming coupons, lessons, and sessions for one-year. All unused pre-paid Healthplex Sports Club swimming coupons, lessons, and sessions will be considered null and void on 1/18/2021.
 - Swimming coupons, lessons, and sessions will have to adhere to the swimming classes operational standards of the Springfield YMCA.

- **Tennis Lessons and Packages**
 - The YMCA will honor Healthplex Sports Club pre-paid tennis lessons and packages for one-year. All unused pre-paid Healthplex Sports Club tennis lessons and packages will be considered null and void on 1/18/2021.
 - Tennis lessons and packages will have to adhere to the tennis programs operational standards of the Springfield YMCA.

- **Gift Cards and Gift Certificates**
 - The YMCA will honor active Healthplex Sports Club gift cards and gift certificates for one-year. All unused active Healthplex Sports Club gift cards and gift certificates will be considered null and void on 1/18/2021.
 - When utilizing a gift card or gift certificate the member will have to adhere to the operational standards of the Springfield YMCA.

- **Scheduled Events**
 - All scheduled events booked by the Healthplex Sports Club as of 1/17/2020 will be honored by the Springfield YMCA.

- **Usage of the Facility**
 - Members in good standings will have access to the Healthplex Sports Club through 1/17/2020. In order to utilize the services of the facility post 1/17/2020 Healthplex

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members will have to sign up and become a member of the Springfield YMCA.

Both Crozer-Keystone and the Y hope that this memo answers some unanswered questions. Both organizations are committed to making this transition and subsequent upgrades as seamless as possible, without disruption to services. Further information about the YMCA of Eastern Delaware County can be found at their website, <https://cyedc.org>, or email Hplex@cyedc.org, or phone 610-713-5252. For further information from Crozer-Keystone, email CKHSPublicRelations@Crozer.org.

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