

Dear Customers,

Coronavirus (COVID-19) announcement re. Amended Membership Policy and changes to service

The Y NSW is at our core a community organisation and we take the health and wellbeing of our patrons and staff seriously. The Y have been adhering to all Australian and New South Wales Government advice about COVID-19 since the first reports of the outbreak and will continue to build on our existing stringent health and safety practices.

Currently, our centre remains open for all of your health and fitness needs, However, in light of the Government's recent announcement banning non-essential gatherings of more than 100 people we are reviewing all of our, centres, classes and programs to ensure we adhere to that directive and are practicing good social distancing behaviours. Please note our review may result in reduced availability of equipment, reduced class sizes and altered class timetables. Any changes will be shared with patrons via website and social media.

POLICY UPDATE

The Y will continue to respond dynamically to the evolving situation to ensure the best health outcomes for our clients. This may mean a closure of service if required.

I'd like to advise you that as a result of a the COVID-19 situation we have made the following decisions regarding our cancellation/suspension policy.

1. Members who request to cancel/suspend their membership will have their notice period waived and their membership and direct debits suspended, effective immediately.
2. Members who requested to have their membership suspended in the last seven days will have their notice period waived. We will action this change immediately at centre.
3. If a directive is made by the Government or a decision is made by the Y and our Council partners to close our Recreation and Leisure facilities we will waive all notice periods, and memberships and direct debits will be suspended, effective immediately for the duration of the closure.

If you have any membership or other concerns, please contact your centre.

Thank you for your patience and understanding during this challenging time. We will shortly be providing an update on the main page of our website with a link through to our amended policy.

We will continue to update you on any new developments that may impact your ability to access our services.

Kind regards,

Michelle Nolland

**General Manager – Recreation
The Y NSW**