



Here for young people
Here for communities
Here for you

Y-Kids Terms & Conditions

1. You can request to cancel the Y-Kids Membership by emailing memberships@ymcans.org or by sending a letter to the Facility at our registered address clearly marked "Membership Cancellation". You will need to provide a minimum of one calendar months' notice before Your next Direct Debit date to prevent further Direct Debit payment collection.
2. We may end our agreement with You if You have failed to pay Your Fees or if You or the Y-Kids Member has breached these Terms or breached the code of conduct.
3. If You have any concerns regarding the Y-Kids Membership settings or wish to make a complaint, You should discuss these with the Membership Coordinator in the first instance. If these concerns or complaints have not been resolved after discussion with the Membership Coordinator, You should contact the Assistant Operations Manager – Youth and Families.
4. All personal toys and electronics such as yo-yo's, fidget spinners, money, jewellery and pets that belong to Y-Kids Members should not be brought into the Facility unless We specifically ask for an item to be brought in for an Activity.
5. You should mark all personal items, including clothes and water bottles, with the Y-Kids Member's name to reduce any risk of losing items and cross-contamination. We are not responsible for lost, misplaced or stolen items. We will take all reasonable steps to ensure Y-Kids Members leave with the personal items they arrived with.
6. We have a duty to protect all Y-Kids Members in our care and staff follow Our safeguarding children policy and procedure (a copy is available on request at the Facility). We follow Our safeguarding children policy and procedures which include reporting safeguarding incidents where We consider that a Y-Kids Member may have been neglected or abused to the relevant authorities. If We believe Your child is at risk of significant harm however We may discuss this with You beforehand.
7. We believe a young person's chance at building a fantastic future should not depend on their family's wealth, social standing, gender or race – but rather on their passion and drive to grow in a safe, positive learning environment.
8. Scholarship places are for Y-Kids Members who meet the eligibility criteria and to support families who might not be able to cover the whole cost of purchasing a place for a Y-Kids Membership.
9. This scheme is designed to ensure every child can experience our Y-Kids Membership and will help towards funding Your child's place. Scholarship applications are welcomed all year round and are means-tested; We will ask on Your application how much You can contribute Yourself and may ask You to provide evidence of any benefits You receive.
10. We will review applications on a case-by-case basis and the success of scholarship applications may depend on the level of funding available. Submission of a scholarship application does not guarantee scholarship funding will be approved.
11. Y-Kids Members who access the Village using the scholarship programme are still subject to the Our code of conduct and these Terms.
12. Scholarships are subject to trust funding available to Us and may not always be available throughout the year.
13. Accepted scholarship applications for Y-Kids Membership must be utilised monthly by the Y-Kids Member attending at least one session per week for the 6 month scholarship period. Should the Y-Kids Member not attend one session within a period of one full month, their scholarship place on the Y-Kids Membership will be terminated.
14. You may request that we freeze the scholarship place on the Y-Kids Membership should illness or injury occur to the Y-Kids Member which may last 1 month or longer. The maximum duration of Membership freeze is 3 months, and We may require reasonable evidence to support Your request. A decision to freeze the scholarship place is made at Our discretion. If the scholarship place on the Y-Kids Membership is frozen, when restarted this will restart the remaining period of the Y-Kids Member's six-month scholarship place.
15. Parent or guardians and Y-Kids Members who access the Y-Kids Membership through the scholarship programme will be sent and should complete a feedback questionnaire/case study proforma after the scholarship funded programme ends.
16. Scholarships cannot be accessed for Pay As You Go customers or to cover the Supporter Membership Fees. Scholarships are only available for monthly memberships.
17. If new customers, parents or guardians of the Y-Kids Members are to pay the initial £15 Supporter Membership Fees to access the scholarship programme.
18. For more information or to apply for a scholarship, please follow the link to our website ymcanewarksherwood.org/scholarships