



## CANCEL YOUR MEMBERSHIP THROUGH YOUR MEMBERSHIP ACCOUNT

Use these steps anytime you would like to cancel or put a hold on your membership.

Login in your membership account:

Visit <https://www.clevelandymca.org/>

- Look at the **blue** bar near the top of the screen.
- Click on Log in



Log in with your email on file or phone number.

Enter your Password.

*If you forgot your password you may reset to email or text a one-time code to your cell phone (if you click on forgot password this will give you the options).*

Enter your password

Password

☐ Keep me logged in

[Try another email address or phone](#)

**LOGIN**

[Forgot your password?](#)

Choose to reset password or quick login

Reset Password

[Email me a reset password link](#)

OR

Send me a one-time code for quick login:

- ☐ Send SMS to 440-\*\*\*-\*\*92
- ☐ Voice Call 440-\*\*\*-\*\*92
- ☒ Send Email to ree\*\*\*\*\*@yahoo.com

**SUBMIT**

If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply.

Choose the best option for you to reset the password or use a one-time code to login your account. Once in your account you can reset your password in your account.



## Once in your account you will see **MANAGE MEMBERSHIP**

Joe Smith

Dashboard

Activities ▾

Account ▾

Hey there, Joe!

**MANAGE MEMBERSHIP**

PAY MY BALANCE

MAKE A DONATION

Click on the button to open another screen to see:

### Manage Membership

We encourage all of our members to contact us or come in person to manage their membership to gain access to all the latest deals.

**CANCEL MEMBERSHIP**

### Cancel Membership

Thank you for being part of our YMCA community. We're sorry to see you go, but we truly appreciate the time you spent with us. If your decision was due to financial reasons, please know that assistance is available, we're here to help. And if you ever decide to return, you always be welcome.

**Reason**

Select

**Notes**

Please tell us more about why you are canceling this membership.

If you cancel now, your membership benefits will remain active **until the end of the day July 31, 2025**. The next scheduled membership charge on 8/1/2025, along with all future membership charges, will be canceled.

**CANCEL MEMBERSHIP**

Please select your reason for cancellation and add any additional information on why you're cancelling your membership. The message will share the date your membership cancels and the last day you are able to use your membership.



## **Hit CANCEL MEMBERSHIP**

**NOTE IF YOU DRAFT ON THE 15<sup>TH</sup> OF THE MONTH YOUR MEMBERSHIP WILL REMAIN ACTIVE UNTIL THE 14<sup>TH</sup> OF THE MONTH.**

**Check your email for the receipt as proof of your cancellation.  
You will receive an email with the subject of Membership Cancellation.**



**YMCA of Greater Cleveland**  
5000 Mayfield Rd  
Lyndhurst, OH 44124 US  
(216) 382-4300

Test, Test  
123 Happy Lane  
Chardon, OH 44024  
(000) 000-0000

Unit ID: 30565443

Wednesday, July 23, 2025 @ 11:19:25 AM

Test Test cancelled the unit's membership at 11:19 AM on Wednesday, July 23, 2025. The membership Young Adult will remain active until the end of the day Thursday, July 31, 2025. No future membership charges are scheduled. If applicable, a representative may contact you about any current or future registrations.

If this cancellation was a mistake or if you have further questions, please contact us or come visit us in-person.

**It is the members' responsibility to verify the cancellation was successful; and the Y is no longer taking membership fees out of the members account. The Y is not responsible for reimbursing membership fees for more than (1) one month after the date of the cancellation request.**

**Feel free to reach out to your branch for any additional questions.**