

PROGRAM REFUND/CREDIT POLICY

- **Members must complete and return a refund form to the Front Desk for processing at least 5 business days before the class/program starts for *each participant*.**
- Should the YMCA need to cancel a class/program, a full refund will automatically be issued to the participant.
- Should the participant cancel ***five or more*** business days (Monday-Friday) prior to the first day of the class/program, a full refund will be provided, less a \$15 processing fee.
- Should the participant cancel ***less than five*** business days (Monday-Friday) prior to the first class or after the first day of the class/program, whether or not they attended, a 50% program credit will be issued, less a \$15 processing fee.
- Should the participant cancel ***less than five*** business days (Monday-Friday) prior to the first class or after the first day of the class/program, whether or not they attended, **AND** wish to sign up for another class/program, the participant may wait for their 50% program credit, less a \$15 processing fee to be applied to their account and then use it to register for the new class. Otherwise, in order to secure new class opening, the member may sign up and pay for new class and then use program credit for a future transaction.
- Should a participant cancel after the second class, whether or not they attended, **NO** credit shall be given. **Any class/program “changes” are at the Director’s discretion.**
- Should the participant cancel ***due to a medical reason***, a prorated refund/credit, less a \$15 service charge, will be provided upon written verification by a physician.
- There are some ***exceptions*** to the above policy which are written in the handbooks/fliers of certain class/programs and supersede the above.
- **All class/program “Changes,” “Refunds,” or “Credits” will incur a \$15 processing fee and must be submitted within two weeks of session end date.**