



The New Canaan Community YMCA, Inc.

564 South Avenue
New Canaan, CT 06840

Phone: 203-966-4528
Fax: 203-972-7738

Refund Request

Effective 1/8/13

DATE STAMP

Participant/Member: _____
Member or program participant name

Refund payable to (responsible party): _____
Please print

Refund to be mailed to: _____
Street Address

City State Zip

Home phone: _____ Work Phone: _____

E-mail address: _____

Membership refund
Reason for refund: _____

Program refund Session Year: _____ Session (please circle): Winter Spring Summer Fall Camp
Other: _____
Program name: _____ Day/Time: _____
Reason for refund: _____

By signing below, I am acknowledging that I have read and understand the refund guidelines and policy of The New Canaan YMCA (see reverse):

Person requesting refund: _____ Date: _____
Signature
Y Staff acknowledging request: _____ Date: _____
Please print

OFFICE USE ONLY

Type of refund: On Line Credit Credit Card Check

Director approval: _____ Initials: _____ Date: _____
(only required for exception to refund policy) Please print

Total Fee: _____
Pro-Rated Refund Amt: _____
Minus \$15 Processing Fee _____
TOTAL REFUND DUE: _____

Processed in Trinexum:
Receipt/Refund Trckng Record attached:
Additional document(s) attached:
description: _____
Confirmed no Outstanding Bal due:

Notes: _____

Finance Office: (for check refund only) A/R checked: Credit Removed to Off-Line in Trinexum: Check cut:
Date received: _____ Date check mailed: _____



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MEMBERSHIP INFORMATION / REFUNDS

OUR 30-DAY MEMBERSHIP GUARANTEE:

If you are not pleased with your adult or family membership, complete and submit a Refund Request Form to the Front Desk, Attn: Leslie Figueroa within the first 30 days of joining and we will refund your membership and joiner fee. Memberships are non-transferrable and, after 30 days, non-refundable. No refunds on preschool, youth, or student memberships.

MONTHLY MEMBERSHIP BANK DRAFT:

Adult and family memberships paid monthly through automatic payment from your checking account to the YMCA are continuous and will never expire unless you request it. Termination forms can be picked up at the Front Desk and must be signed and submitted to the Front Desk attention Leslie Figueroa for processing at least 7 business days prior to member bank draft. Requests submitted via e-mail are accepted with confirmation at lfigueroa@newcanaanymca.org.

PROGRAM REFUND POLICY

Policies documented in program or class handbooks and/or flyers supersede the following.

At the New Canaan YMCA, our mission is to enrich all people in spirit, mind and body. We seek to accomplish this mission and support our community by providing quality programming in a safe environment. To assist us in scheduling qualified instructors and assure that we maintain proper instructor/participant ratios, we have established policies limiting the conditions and time frames in which we can make changes to class rosters and/or provide refunds of program fees.

- If the Y cancels a program, a 100% refund will automatically be issued.
- If a class is cancelled by the Y due to inclement weather or an emergency, every effort will be made to offer a make-up class. If the YMCA is unable to do this, credit for the missed class will be issued. If participants are unable to attend the scheduled make-up class, no credit will be issued.
- If the Refund Request is received by the YMCA at least 1 week prior to the program start date, a 100% refund/credit will be issued.*
- If the Refund Request is received by the YMCA before the day of the third class, a 75% refund/credit will be issued regardless of when participant was registered and whether or not the participant attended.*
- If the Refund Request is received by the YMCA after the third class regardless of when participant was registered and whether or not a participant attended, NO refund/credit shall be given.
- If a program participant withdraws due to a medical reason, with written verification by a physician, a prorated refund/credit will be issued.* Request must be submitted within two weeks of session end date.

*Less a \$15 processing fee per person/per program.

REFUND GUIDELINES

In order to receive a refund/credit, members must complete and submit a Refund Request Form for each participant to the Front Desk.

- All outstanding balances including YMCA charges and bank fees must be resolved before refunds will be issued.
- Membership and/or program registration may be denied to any member/participant until resolution of these balances.
- Refund Request Forms are available at the Front Desk or on our website at www.newcanaanymca.org.
- Policy exceptions by Directors or documented in program/class handbooks/flyers supersede the above.
- Any transaction that requires withdrawal from a class/program (including switching class time) is subject to the above policy.
- The YMCA reserves the right to cancel any program that fails to meet enrollment requirements.
- **Online registration can only be processed with full payment, therefore, program fees can only be prorated or reduced at the Front Desk. If registration is completed online, a refund will not be given for any eligible proration or reduced rate.**

Rev. 1/8/14