



Channel Islands YMCA

Cancelation & Refund Policy

Membership

Cancelations must be completed at the YMCA facility via a Cancelation Form 30 days in advance of the membership billing date. Any lapse in membership beyond 30 days will require join fees and/or enrollment fees to be paid before rejoining. If there is a lapse in facility membership during a registered program, the price will be adjusted to the program member rate. Memberships are not transferable.

There is a 30 Day Money Back Guarantee on join fees, enrollment fees, and first month membership dues if the YMCA does not meet expectations. Notice of cancelation must be received in advance of the 30th day and be approved by a manager. There are no refunds on monthly dues outside of the 30 Day Money Back Guarantee unless fees were charged in error.

Programs

Program deposits and merchandise (i.e. uniforms) are non-refundable and are not transferable. Certain programs have a clearly stated no-refund policy at time of enrollment. Programs canceled two weeks in advance of the program start date will receive a full refund, minus any required deposit or merchandise. There are no refunds after this point unless the fee was charged in error or there is a documented medical reason. Program cancelations must be received in writing.

Preschool & School-Age Childcare

Cancelations must be completed at the YMCA facility via a Cancelation Form 30 days in advance of the last day of service. There are no refunds on childcare fees unless the fee was charged in error.