



## **Channel Islands YMCA**

### **Cancellation & Refund Procedure**

#### **Membership Cancellations**

Cancellations must be completed at the YMCA facility via a Cancellation 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 cancellation 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.

#### **Program Cancellations**

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 cancellations must be received in writing.

#### **Program Rescheduling**

The YMCA's goal is to reschedule activities (i.e. games, classes) that are canceled due to extenuating circumstances to the degree it is possible. The goal is to reschedule the missed activity within the program dates, and if necessary no more than 2 weeks after program end date. While the YMCA will make every attempt to reschedule activities, there are times that a cancellation may need to occur (i.e. facility availability, safety) and the decision to cancel is at the judgement of the YMCA. If the initial extenuating circumstance was beyond the YMCA's control (i.e. inclement weather, power outage) no refunds will be given should a cancellation be needed, otherwise a prorated refund will occur.

#### **Preschool & School-Age Childcare Cancellations**

Cancellations for childcare programs must be completed at the YMCA facility via a Cancellation 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.