



Channel Islands YMCA

Cancellation & Refund Procedure

Membership Cancellations

YMCA memberships are billed monthly and will remain active until canceled. Memberships may be canceled at any time. If you enrolled online, you may also cancel your membership online. Alternatively, written cancellation requests may be submitted in person at your YMCA location or by email to info@ciymca.org. Upon cancellation, you will continue to have access to all membership benefits until the end of your current billing cycle. Please note that cancellations are not pro-rated or applied retroactively; the full monthly fee for the current billing period will still be charged. If you cancel your membership while enrolled in a YMCA program, standard program member rates will apply for the remainder of the program.

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 either at a YMCA location or by email to info@ciymca.org.

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

Childcare cancellations must be received in writing either at a YMCA location or by email to info@ciymca.org 30 days in advance of the last day of service. There are no refunds on childcare fees unless the fee was charged in error.