

## **Rye YMCA PROGRAM REFUND/CREDIT POLICY**

- We reserve the right to cancel any program that fails to meet minimum enrollment requirements and a full refund will automatically be issued.
- Should the participant cancel prior to the first day of the class/program, a full refund will be provided, less a \$15 processing fee.
- Should the participant cancel after the first day of the class/program, whether or not they attended, a prorated program credit will be issued, less a \$15 processing fee.
- Should the participant cancel 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 prorated 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.
- Should the participant cancel **due to a medical reason**, a prorated refund/credit 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.
- Please allow 2-4 weeks for refunds issued via check.
- No make-up classes will be provided if the child cannot make the required dates and times of the program.
- **Any class/program refunds or credits are at the Director's discretion.**
- **All class/program refunds or credits must be submitted prior to the last day of the class/program.**