

# Cancellation and Refund Policy

## GRAND RIVER AREA FAMILY YMCA, Inc.

*Grand River Area Family YMCA, North Central Missouri YMCA, and  
Carroll County Area YMCA*



### Membership Refund Policies:

The Y has no contracts. Monthly payments are made automatically by bank draft or credit/debit card draft. Alternatively, you may wish to pay for your membership in full a year in advance. We hope you will enjoy all the benefits of your membership. However, should you wish to cancel your membership, please refer to our cancellation/refund policy below.

1. Join fees are collected at the time of joining. As a membership remains continuous, no additional join fees are applicable. Join fees will be collected if a member cancels and renews after 30 days of canceling. Members joining us from another Y will not pay a join fee if they join one of our Grand River Area Family YMCA, Inc. branches within 30 days of canceling their former membership. The YMCA will verify that the member was in good standing at their previous Y. **Join fees are non-refundable.**
2. Annual memberships may be refunded on a prorated basis, **only** in the case of a relocation (out of our YMCA service area) or medical condition. Evidentiary documentation is required. All annual membership refunds will be reduced by the current cost of the join fee **regardless** of whether or not the join fee was charged at the time of joining.
3. Monthly memberships renew automatically each month. Monthly memberships may be terminated for any reason in compliance with the cancellation policy below. The YMCA requires a cancellation form be completed by the member and **received** by the YMCA no less than **15 days prior** to the member's next draft date. Cancellation forms may be faxed or emailed to the Membership Director if necessary. **It, however, is the responsibility of the member to ensure the cancellation was received.**
4. Membership payments will not be credited or refunded for non-usage.
5. Current annual YMCA members who purchase or win a membership (at auction, raffle, etc.) will have the additional membership time added/credited on the end of their current membership expiration date.
6. Any system credit will be forfeited to the YMCA after 1 year from date of the system credit. (A system credit is defined as a payment that was made for a membership and/or program that was not used or was refunded. The unused payment is applied to the member/participants account to be used for another program at a later date. As a rule, system credits are not applied to membership fees.)
7. It is the responsibility of the member to monitor their account activity and contact the YMCA Welcome Center immediately with questions concerning their account. If a billing error has occurred, the member must notify the Y's Membership Director within 60 days of the error. The Y will not refund membership dues dating back longer than 60 days (2 months), regardless of the member's non-usage of the YMCA.

8. With director approval, a YMCA membership may be placed on a hold for no more than 3 months. Please contact the Membership Director for more information.
9. The YMCA reserves the right to change our hours of operation as needed based on membership usage and other operational factors. In addition, the Y may occasionally close temporarily for severe weather conditions, electric outages, repairs, renovations, or unforeseen emergencies. There will be no adjustments or refunds of membership fees for these periods of closure.
10. Any check, bank account draft, or credit/debit card payment returned for insufficient funds will be assessed a Returned Payment Fee (RPF) for Non-Sufficient Funds (NSF) at the time of the return. A member may be automatically terminated after two unsuccessful draft attempts. The member is still responsible for payment of any unpaid dues and fees. All unpaid dues and fees must be paid in full before the member may rejoin the Y.
11. Memberships and programs paid in full or in part through our Financial Assistance (Scholarship) program are non-refundable.

### **Registration Policies:**

Pre-registration is essential to allow for class/program preparation and communication. Whenever possible, we encourage our members and program participants to register for classes and programs as soon as possible.

1. Gymnastics, Dance, Martial Arts, Swim Lessons, and Fitness Classes are held based on our YMCA program session schedule. As a rule, registration for these classes begins at 5:00 am on the Monday prior to the beginning of the session. In most cases, registration will remain open during the first three weeks of class. The YMCA will not provide refunds or prorated fees for missed classes due to late registration.
2. Each Youth Sports program has a specific registration period and deadline. Athletes who register after the stated deadline may be charged a late fee of up to \$20. The YMCA will not provide refunds or prorated fees for missed practices, games, or lack of gear (shirts/jersey) due to late registration.
3. Payment in full must be received at the time of registration. We are unable to reserve a space without payment.
4. When a program is full, participants may be added to a waitlist. If an opening becomes available, participants will be notified and should respond in a timely manner to ensure registration is completed and payment is made.

### **Program Cancellation Policies:**

The Grand River Area Family YMCA, Inc. seeks to fulfill our 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 condition and time frames in which we can make changes to class rosters and/or provide refunds of program fees.

## 1. Activities Cancelled by the Y

- a. If the Y cancels a program, a 100% refund will be issued. The YMCA reserves the right to combine classes or cancel any activity that fails to meet enrollment requirements.
- b. If a program (not including sports) is cancelled by the Y due to inclement weather or an emergency, every effort will be made to offer a make-up class. In the case that the Y is unable to fulfill the total classes promised, credit for the missed class(es) will be issued. If a participant is unable to attend the scheduled make-up class, no refund will be given.
- c. Fitness and Water Aerobic classes cancelled by the Y may be made up at the instructors' convenience. **Refunds are not given on Punch Passes or Session Cards.**

## 2. Participant Withdrawal from a Program

- a. Refunds will not be given on Child Watch Cards (including annual cards), Fitness Session Cards, Fitness Punch Passes, or Aqua Aerobic Cards. Under certain circumstances, such as illness or injury, the expiration date may be extended with director approval.
- b. If a participant withdraws from a program (swim lessons, dance, martial arts, gymnastics, etc.) prior to the start of the first class of the session, a 100% refund/credit will be issued.
- c. A participant wishing to withdrawal from a program after the first class must notify the director prior to the second class to be eligible for a prorated refund.
- d. Refunds will only be given after the second class under extenuating circumstances such as medical necessity. A participant needing to withdrawal from a class should notify the director and provide evidentiary documentation immediately.
- e. Make-up classes or refunds for classes missed due to personal conflicts, relocation, or lack of interest/participation are not permitted.
- f. Program refunds may be issued in the form of a system credit or by check. Participants requesting a check should allow up to 4-weeks for processing. System credits are good for one year from the date of issue and may be used for any fee-based YMCA program. They may not, as a rule, be used toward membership dues. Members should make every effort to request their refund prior to the end of the class/program. No refunds will be given more than 30 days after the end of a class/program.
- g. No refunds are given for YMCA fundraisers (5Ks, Golf Tournaments, Benefit Dinner, Raffles, etc.) unless the event is cancelled by the Y.

## Sports Refund Policy:

1. If the Y cancels a sports league, clinic, or other activity, a 100% refund will be issued. The YMCA reserves the right to combine teams, arrange collaborations with other YMCAs or outside leagues, or cancel any activity that fails to meet enrollment requirements.

2. If games are cancelled by the Y due to inclement weather or other emergency, every effort will be made to schedule make-up games. In the case that the Y is unable to reschedule a game or an athlete is not able to participate in the rescheduled game, refunds will not be issued.
3. If an athlete withdraws from a program prior to the first game or time of instruction (clinics), a refund/credit will be issued. In some cases, the cost of gear (shirts) and supplies purchased by the Y specifically for the athlete's participation may be deducted from the issued refund.
4. After the season or activity begins, athletes may receive a refund only in the case of an injury or other extenuating circumstance as approved by the Sports Director. Refunds will be prorated based on the time remaining in the season, cost of equipment, etc.
5. Refunds will not be given due to scheduling conflicts, unmet requests, team assignments, travel requirements, lack of interest, missed practices or games, etc.

### **Facility Rentals and Lock-ins:**

1. Payment is due in full before a facility rental will be placed on the calendar.
2. Lock-ins require a \$100 deposit due at the time of reservation to secure the date. The full rental fee is due upon arrival.
3. Cancellations received at least 24 hours prior to the scheduled event will receive a full refund. No refund will be given for no shows or late cancellations.
4. The Y has the authority to cancel a rental at any time, in which case the deposit or unused portion of the rental fee will be refunded. A full refund will be given in the case an event is cancelled due to weather, natural disaster, etc.

### **Other:**

1. Birthday parties must be paid in full prior to being placed on the schedule. Parties cancelled prior to the scheduled time will receive a full refund minus a \$25 processing fee.
2. Gym and Batting Cage reservation fees are non-refundable.
3. Day Passes and Drop-In Fees are non-refundable.

We understand that there may be special situations that need extra consideration, and we attempt to accommodate everyone fairly and evaluate these situations on a case-by-case basis. If you have any questions or concerns, please contact the program's director.

