

Registration and Refund Policies-The Family YMCA

In order to meet our financial obligations including payroll to instructors, payment for services is required upon registration. Participants maintain responsibility for knowing program start and end dates, however most programs start at the beginning of each month and require monthly payments. Participants also maintain the responsibility to register for programs, which we can assist with, detailed below. In addition, as per the Y's child protection and evacuation policies, we are required to maintain a record of people entering the building.

Program members attending program classes must sign the program roster, and sign-in at the front desk or scan-in with your member card.

The Family YMCA has two tiers of program pricing:

- 1) **YMCA Member rate**
- 2) **Program Member rate** - at a slightly higher cost

Seasonal programs, leagues, and events cost more for late registration.

Registration and payment is required for program participation.

People who have outstanding balances will not be allowed to register for other programs.

Initial registration must be made in person at The Family YMCA and requires a completed liability waiver. Additional registrations may be done by any of the following methods:

- By completing an EFT (electronic fund transfer) form authorizing scheduled, automatic payments by bank draft or credit card (48 hours notice required to stop any automatic schedule payment)
- In person
- Over the phone with a credit card
- On-line at www.laymca.org
- By mailing in a check that notes class name and month, which must be received at the Y a week prior to class start date
- Pay for several months in advance with cash, check, or credit card.

Program sessions are open for registration at least one month prior to the session's start date and up to several months in advance. EFT scheduled payments are deducted on the first of the month.

Refund Policies: Participants may cancel registration for a program session for any reason and will receive a full refund or credit under these conditions: the request for refund must be completed **48 hours prior to the close of registration (sports programs), or 48 hours before the start date of the program (classes)** whichever occurs first; **no refunds will be given if participant cancels less than 48 hours prior to the start date of a session.** Membership and Camp payments are not refundable/transferrable. Partial refunds with two weeks advance notice are allowed in the After-School program. If the Y **cancels** a program, participants have the choice of a full refund or credit. The Y may postpone or cancel classes due to inclement weather or other unforeseen circumstances such as evacuation and natural disaster. Classes cancelled due to such will not be issued a refund. **All policies, fees, classes/programs and hours are subject to change without notice.**