

Procedure: Cancellation & Refund Process

Effective date: January 1, 2020

Date issued: November 1, 2019



Purpose: To ensure organization alignment on the process and timelines for cancellations and refunds pertaining to facility memberships and program registrations. To ensure that a standard practice is outlined on registration materials and marketing platforms.

Background: The Channel Islands YMCA receives requests for refunds and cancellations of membership and program fees from members. To provide clarity to staff and members, there must be an established procedure.

Procedure: Below is the stated policy on cancellations and refunds. The CEO, COO, CFO, Executive Directors and those designated by the Executive Director have the capability of providing exceptions to the policy on an as needed basis (i.e. child not developmentally ready for program).

Membership

There is a 30 day money back guarantee on join fees, enrollment fees, and 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. After 30 days there are no refunds on join fees, enrollment fees, or membership dues unless the fee was charged in error. Memberships are not transferable. 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.

Preschool & Afterschool Childcare

There are no refunds on childcare fees unless the fee was charged in error. Cancellations must be completed at the YMCA facility via a Cancellation Form 30 days in advance of the last day of service.

Programs

Program deposits are non-refundable and are not transferable. Certain programs have a clearly stated no-refund policy at time of enrollment (i.e. Youth & Government). Programs canceled two weeks in advance of the start date will receive a full refund, minus any required deposit or uniform charge. 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.