



RYE YMCA

PROGRAM CANCELLATION POLICY

GENERAL POLICIES

- Please allow 2-4 weeks for processing.
- All requests for credit/refund are at the department Director's discretion.

CANCELLING PROGRAM CLASSES

- Program fees refunded only during the first week of classes, less a \$15 processing fee with the submission of a request for refund. We reserve the right to cancel any program that fails to meet minimum enrollment requirements and issue a full refund. No make-up classes will be provided if participant cannot make the dates and times of the program for which they are scheduled.
- Should a participant cancel after the 2nd class (weather or not they attended) NO credit/refund shall be awarded.

WEATHER AND/OR FACILITY CLOSINGS

- The Rye Y will do its best to communicate delayed openings (and/or cancellations) as soon as information becomes available to us. Decisions are based on local conditions as well as school delays and cancellations.
- If your class is canceled due to a delay or facility closure participants will be issued a system credit for the class missed at the end of the session. No make-up classes are provided.

MEDICAL REFUNDS

- Should the participant cancel due to a medical reason, a prorated system credit will be approved upon written verification by a physician.
- System credit will be issued at the end of the session.

AMERICAN RED CROSS PROGRAMS

- There are no refunds after the 1st day of class.
- All cancellations are subject to a 25% processing fee if:
 - A request is submitted less than 1 week prior to the start of class.
 - If a student is unable to complete the prerequisite swim skills test.
- There are NO refunds for any failure of the course due to attendance or inability to meet course requirements.
- There are no make-up classes. Student must attend all classes. No exceptions - this is the American Red Cross policy.

SUMMER CAMP

- All cancellations are subject to a \$25 processing fee.
- There are no refunds or credits available after May 15th.

VACATION/FUN CLUBS

- All cancellations are subject to a \$15 processing fee.
- There are no refunds 1 week prior to the 1st day of the club.