



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CANCELLATIONS/REFUNDS

Membership:

Cancellations of membership must be made by the end of the month, one month prior to when the cancellation takes effect. This can be done by filling out a membership cancellation form at the Service Desk, cancelling online through our website, or by emailing customerservice@ymca-cv.org with the request. No refunds or credits will be given for any unused portion of a membership.

Memberships can be placed on hold indefinitely with proof of medical reason. All memberships can be placed on hold for up to 5 months for a monthly fee.

Fee-Based Programs/Lessons/Classes:

No refunds will be given once registered for a class or program.

Class Cancellation:

If a fee-based program is cancelled by the YMCA, a full refund or credit (member's choice) will be offered. Please refer to inclement weather policy below for weather related cancellations.

Medical cancellation:

If a participant withdraws from a fee-based program due to a medical reason, a credit for the unused portion of the program will be offered. Proof required.

Inclement weather policy:

Refunds/credits will not be offered because of inclement weather cancellations. Make-up classes will not be offered due to inclement weather cancellations.