

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-in at the front desk, check your name off a roster, or if you are a member scan-in with your member card.

Registration is required for program participation. The Family YMCA has two tiers of program pricing:

- 1) **Early Registration** features the most cost savings, and
- 2) **Day-of Registration** at a higher cost

If a regularly attending person shows up for an ongoing class and is not registered/paid, the Y will register that person at the higher cost and the participant will have an outstanding balance; the person must pay prior to the next class or will not be allowed to attend. People who have outstanding balances will not be allowed to register for other programs until past balances are paid.

Other than regular participants attending ongoing programs, all fees must be paid at time of registration in order to ensure placement in the program. To avoid paying higher prices, program participants can schedule payments in advance, detailed below. **Initial registration must be made in person at The Family YMCA and requires a completed liability waiver.** Registration must be made in the name of the person who will be attending the class.

Prices increase the first day of the class. To ensure obtaining a lower price, participants can:

- **Register in advance 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)**
- **Register in advance in person**
- **Register in advance over the phone with a credit card**
- **Register in advance online at www.laymca.org**
- **Register in advance 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**

Other program policies follow:

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 **cancel**s 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.**