

Wenatchee Valley YMCA Refund, Cancellation and Transfer Policies

While we will always try to inform you in advance, the Y reserves the right to change its policies at any time with or without prior notice and to make exceptions at its sole discretion. There are no refunds for uncontrollable acts of nature or large-scale events outside of the YMCA's control including but not limited to: Weather conditions, Fire and/or air quality, Earthquake/natural disaster, Contagion/outbreak, utility failures, inaccessibility due to Civil unrest or Governmental order.

Membership Refund and Cancellation Policy

- All YMCA membership fees are not refundable and not transferable to another person.
- A written notification 30 days prior to the next payment date is required to cancel a YMCA membership.

Wenatchee Valley YMCA Program Refund Policy

- In order for the Y to ensure quality programming at an affordable price, all program fees are non-refundable and non-transferable.
- If the Y does not run a program due to lack of enrollment, we will fully refund the program fee via check or credit your account.

Summer Programs Cancellation Refund Policy

In order to balance the fluid nature of family schedules with a successful and reliable program experience for all participants, the Wenatchee Valley YMCA uses the following refund policy for Summer Camp Programs:

- Cancellation requests received 30 days prior to the registered summer program start date may receive a refund for camp/program fees with the exception of the non-refundable deposit.
- Registration deposits may be transferred to another current year summer program session if arrangements are made 30 days prior to the initial program's start date.
- Cancellation requests received more than 15 days, but less than 30 days prior to the registered summer program start date will result in the forfeiture of the entire fee if the space cannot be filled. If the space is filled, then all payments with the exception of a \$25.00 processing fee and the non-refundable deposit may be refunded.
- Cancellation requests received less than 15 days prior to the registered summer program start date will not be eligible for a refund of any portion of fees paid, except in the case of an unforeseen medical situation verified by a note from a physician.
- There is no partial refund for late arrivals or early departures. And, no refund will be issued for participants that do not complete a program.
- No refund is made for campers who leave due to illness or injury, early withdrawal, late arrival, or dismissal due to poor camper behavior. Camp may dismiss any camper whose behavior, with or without reasonable accommodation, is deemed by camp, in its sole discretion, to be inimical to the operation of camp. In this instance, no refund of tuition will be provided, and camp shall not be responsible for any additional costs of food, travel, or lodging that may result.

Transfer Request Policy

- All transfer requests are subject to a \$15.00 service fee which must be paid at the time of the request. Program payments are only transferable if arrangements are made 30 days prior to the initial program start date. Requests received less than 30 days prior to the initial program's start date will not have the deposit transferred.

COVID Refund and Credit Policies

- If a Y program is shut down by the state, school district, county or local municipality, your paid fees will qualify for a credit on your account that can be used for a future purchase applicable to Y programs or membership fees. All programs that have started will receive a prorated credit. All credits will expire 1 year from the issue date.
- If your child has been quarantined due to COVID or there is an emergency that shuts down a program area, our normal policy stands that we do not issue either a refund or credit.

If Summer programs are cancelled due to the COVID-19 restrictions, the following options apply:

- Option 1 – You will get a full refund minus your deposit.
- Option 2 – You can apply all or a part of money already paid towards another YMCA program, including potential family camping programs here later this summer.
- Option 3 – You can transfer your registration to fees to hold your spot for summer 2022. We will hold these funds in a general account and contact you this autumn to claim your session of camp.
- Option 4 – We would ask that you consider giving all or part of your fees paid for camp this summer to the YMCA as a charitable donation. This will help us offset the financial losses we are experiencing and help to sustain camp during this crisis.