



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## REFUND POLICY

The YMCA of Callaway County does not impose contracts on our members. Members are free to cancel at any time by submitting a cancellation form in writing prior to their next draft date. No cancellations are accepted over the phone except extenuating circumstances approved by the Membership Director.

### MEMBERSHIP

1. Joining Fees are non-refundable.
2. Membership fees will not be refunded for non-usage of the YMCA membership. Memberships do not auto cancel due to inactivity.
3. Auto Draft memberships can be terminated at any time and for any reason. Cancellation of membership requires written notice prior to the monthly draft date by signing a Membership Cancellation form, which can be completed in person during our open hours.
4. Membership fees may be refunded when there are extenuating circumstances that limit you from notifying the YMCA of your cancellation. These would need to be accompanied by proper documentation (i.e. doctor's note). This requires approval of the Membership Director.
5. Annual memberships may only be refunded on a pro-rated basis, in the case of relocation, medical condition, or job loss. This requires approval of the Membership Director.

**If you were incorrectly charged due to the YMCA's failure to cancel or put the membership on hold, a full refund will be given as long as the refund is accompanied by proper documentation (i.e. hold form, cancel form, email, etc). Under these circumstances, the YMCA will not refund more than three months of membership at any given time. The YMCA does not accept cancellations over the phone.**

### PROGRAMS

1. If you need to withdraw from a program before it begins, you will receive a full refund as credit on your account to be used on another program of your choice.
2. Program refunds after the start of the program are not permitted unless there are extenuating circumstances and are accompanied with proper documentation (i.e. medical). Refunds requested after the completion of a program session will not be honored.
3. If sport seasons are canceled by the YMCA due to circumstances beyond our control, a refund prorated to equal the number of canceled dates/games will be issued to your YMCA account as a credit to be used on another program of your choice.
4. Not attending the program does not entitle a participant to a credit or refund. When enrolled the participant is reserving space, time, and staffing regardless of whether the participant attends the program.
5. Programs lacking sufficient enrollment may be cancelled. Program participants may transfer to another program or receive a system credit or a refund. The Y reserves the right to change program times or locations based on registrations and space.