



NEW CANAAN YMCA CREDIT/REFUND REQUEST

Participant/Member Name: _____
Please print

DATE STAMP

PAYER: _____
Please print

PAYER ADDRESS: _____
Street Address
City State Zip

Home phone: _____ Work phone: _____

E-mail address: _____

MEMBERSHIP
Reason for request: _____

ACTIVITY
Session Year: _____ Session (please circle): Winter Spring Summer Fall Camp Other: _____
Activity name: _____ Day/Time: _____
Reason for request: _____

By signing below, I am acknowledging that I have read and understand the credit/refund guidelines and policy of The New Canaan YMCA (see reverse):
Person making request: _____ Date: _____
Signature
Y Staff acknowledging request: _____ Date: _____
Please print

OFFICE USE ONLY
Type: Online Credit Credit Card-refund Check-refund

Director approval: _____ Initials: _____ Date: _____
(only required for exception to refund policy) Please print

Total Fee: _____
Prorated Amount: _____
-\$15 Processing Fee: _____
TOTAL AMOUNT : _____

Processed in AN?
 Receipt/refund tracking record attached?
 Additional document(s) attached?
Description: _____
 Confirmed no outstanding balance due?

Notes:

Finance Office: (for check refund only) A/R checked: Credit Removed to Offline in AN: Check cut:
Date received: _____ Date check mailed: _____



NEW CANAAN YMCA MEMBERSHIP REFUND POLICY

Our 30-day membership guarantee

If you are not pleased with your membership, complete and submit a refund request form to the Front Desk, Attn: Laura Ryan within the first 30 days of joining and we will refund your membership and joiner fee.

Membership Cancellation

Memberships are non-transferable and, after 30 days, non-refundable. Monthly memberships are continuous unless you request a cancellation. Cancellation forms can be picked up at the Front Desk or online at www.newcanaanymca.org/membership. Your request must be submitted at least one week prior to your monthly payment date. Please submit the form to the Front Desk or by email to lryan@newcanaanymca.org.

NEW CANAAN YMCA ACTIVITY CREDIT/REFUND POLICY

At the New Canaan YMCA, our mission is to enrich all people in spirit, mind, and body. We seek to accomplish this mission and support our community by providing quality programming in a safe environment. To assist us in scheduling qualified instructors, and assure that we maintain proper instructor/participant ratios, we have established policies limiting the conditions and time frames in which we can make changes to class rosters and/or provide credits/refunds of Activity fees. Policy Exceptions by Directors or documented in activity/class handbooks/flyers supersede the following.

Cancellations by the Y

If the Y cancels a program or event prior to the program commencement or event date, a full refund will be issued. The YMCA reserves the right to cancel any program or event that fails to meet enrollment requirements.

If the Y cancels a program meeting date or dates, every effort will be made to offer a make-up for the canceled date(s). If a make-up date cannot be scheduled for any canceled date, a credit will be issued. If a make-up date is offered for the canceled date, no credits will be issued. No refunds will be issued for those who cannot attend the make-up date.

Participant Withdrawal

- Refund requests after withdrawal from a program must be made at least five business days prior to the program commencement date.
- After a program commences, pro-rated refunds will be issued only for participant withdrawal due to medical reasons, verified in writing by a physician. Refund requests must be submitted to the Y no later than the last day of the session.
- Refunds resulting from participant withdrawal are subject to a \$15 processing fee.
- Refund requests should be sent to the appropriate activity Director.
- All outstanding balances including YMCA charges and bank fees must be resolved before refunds will be issued.