



NEW CANAAN YMCA CREDIT/REFUND REQUEST

Participant/Member Name: _____
Please print

DATE STAMP

PAYER : _____
Please print

PAYER ADDRESS : _____
Street Address

City State Zip

Phone: _____ E-mail address: _____

MEMBERSHIP

Reason for request: _____

PROGRAM

Session: Winter Spring Summer Fall Other: _____

Program name: _____ Day/Time: _____

Reason for request: _____

CAMP

Session: One Two Three Four Other: _____

Camp name: _____ Day/Time: _____

Reason for request: _____

I acknowledge that I have read and understand the credit/refund policies of The New Canaan YMCA (see reverse):

Person making request: _____ Date: _____
Signature

Y Staff acknowledging request: _____ Date: _____
Please print

YMCA USE ONLY

Type:

Account Credit

Credit Card-refund

Check-refund

- Refund request **created** in Daxko
 - Refund **approved** in Daxko
 - Additional Finance Dept. support needed
- (See Notes)

Notes:

NEW CANAAN YMCA



NEW CANAAN YMCA REFUND/CREDIT POLICY

Membership Refund/Cancellation/Suspension

Our 30-day Membership Guarantee

We welcome new members and hope they are satisfied with every aspect of their YMCA experience. New members who are not pleased with membership may submit a refund request to the Member Services Desk, within the first 30 days of joining for a full refund of membership and joiner fees.

Membership Cancellation/Suspension

- Requests to cancel or suspend membership must be made submitted at least one week prior to draft date using the forms available at the Member Services Desk and on our website at www.newcanaanymca.org/membership.
- Monthly membership may be suspended for up to four months. An administrative fee of \$25 will be charged during each month of suspension, except in the case of suspensions due to medical reasons, verified in writing by a physician. Monthly membership drafts will automatically resume at the end of the suspension.

Program Refund/Credit Policy

Our mission is to enrich all people in spirit, mind, and body. In order to provide quality programs in a safe environment with proper instructor/participant ratios, we must limit the circumstances and time frame in which we can provide refunds.

All outstanding fees and charges will be settled prior to the issuance of refunds or credits.

Program cancellations by the Y

- If the Y cancels a program prior to the commencement date, a full refund will be issued. The YMCA reserves the right to cancel any program that fails to meet enrollment requirements.
- If the Y cancels a program meeting date or dates, every effort will be made to schedule a make-up date. If a make-up date is offered, no credits or refunds will be issued, regardless of whether participants are able to attend the make-up date. If the Y cannot schedule a make-up date, a credit will be issued for the cancelled date(s).

Program participant withdrawal

- Refund requests after participant withdrawal from a program must be made to at least five business days prior to the program commencement date, and are subject to a \$15 processing fee.
- After a program commences, pro-rated refunds will be issued only for withdrawal due to medical reasons, verified in writing by a physician. Refund requests must be submitted no later than the last day of the session.

Camp Refund Policy

All outstanding fees and charges will be settled prior to the issuance of refunds or credits.

Camp cancellations by the Y

- If the Y cancels a session of camp prior to the commencement date, a full refund will be issued. The YMCA reserves the right to cancel any camp program/session that fails to meet enrollment requirements.
- Full refunds will be issued for camper withdrawal due to a medical reason, verified in writing by a physician, provided the request is made before the first day of the camper's session. Thereafter, refunds for medical reasons will be pro-rated.

Camper withdrawal

- Refunds due to camper withdrawal will be issued as follows:
 - Requests made during the month of January: full refund
 - Requests made during the month of February: 80% refund
 - Requests made during the month of March: 40% refund
 - Requests made during the month of April: 20% refund
 - No refunds will be issued after April 30th
- Pro-rated refunds will be provided for camper withdrawals due to a medical reason, with written verification from a physician.

*All refunds resulting from withdrawal are subject to a \$15 processing fee per participant/session.

Request must be submitted prior to the last day of the session.

January 2024