

Program Registration and Cancellation Policies Watertown Family YMCA Registration Policies:

- Pre-registration is necessary to allow for class preparation and communication.
- Registrations are subject to class size/availability and are not guaranteed.
- Payment must be received at the time of registration.
We are unable to reserve a space without payment.
- Wait lists: If you are on a program wait list, you will be contacted (in chronological order) in the event any spots open in the program.
- Fees are due at the time of registration for the program.
- You must respond within 24 hours if/when you are invited to move off the waiting list and register, or you will lose your spot on the wait list.

Gymnastics & Ninja:

- You are responsible for full payment of your child's class. If your child desires to no longer attend class, you will need to fill out a class cancellation form. This form must be completed and turned into our Welcome Center to remove the remaining payments from your account. Please understand the class is reserved for your child and you are responsible for payments until cancellation form has been completed. This will allow another child to participate from the wait list.

Cancellation Policies:

- Registration cancellations can be honored up to 48 hours prior to the start date of the program and will be issued as YMCA credit or can be posted back to original credit/debit card payment or refunded by check.
- Registration cancellations within 48 hours of the program start date or after the start date of the program through half of the program session will be refunded with YMCA credit for 50% of the program cost. Cancellations after more than half of the program sessions are not subject to refund or credit. (see NOTE)
- Monthly recurring programs with an EFT bank draft require 30-day notice for termination.
- The YMCA reserves the right to combine classes if there is insufficient enrollment or cancel classes if combining levels is not an option. In the event of a cancelled class, a full refund or YMCA credit will be given. YMCA credits are good for one year from the date of issue and may be used for any fee-based YMCA program.
- Make-up classes or refunds for classes missed due to personal conflicts are not permitted. Please check your schedule for possible conflicts before committing to a session.
- If a class or classes in a program are cancelled by the YMCA, a make-up class will be offered to ensure the total classes promised have been offered. In the case that we are unable to fulfill the total classes promised, you will receive a refund for the class(es) that were cancelled.
These policies will apply to all fee-based programs at the Downtown YMCA, Fairgrounds YMCA, Carthage YMCA and Sackets Harbor YMCA, unless stated otherwise in the program description and or informational/promotional materials. NOTE: We understand there may be special situations that need extra consideration, and we attempt to accommodate everyone fairly and evaluate these situations on a case-by-case basis. If you have any questions or concerns, please contact the program's director.