



Refund and cancellation policy

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. No refunds will be given after the session has started. We guarantee 3 out of 4 Saturday lessons and 6 out of 8 week day lessons.

- Registration cancellations within 48 hours of the program start date of the program may be refunded. Registration cancellations up to 48 hours after the start date of the program may be credited to your YMCA account for the cost of the total remaining classes in the program session. These cancellations are considered on a case-by-case basis. Please speak with the program's director for more information/special accommodations.
- 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.
 - Make-up classes for swim lessons missed due to medical reasons may be available. Make-up swim lessons for medical reasons must be scheduled with the Aquatics Director, and will be made-up subject to class availability.
- 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 by the following options:
 - Make-up class will be scheduled at a later date
 - Time added to scheduled classes
- 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.
- No make-up classes, refunds or credits will be issued for any missed classes not cancelled by the YMCA during the session.

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.