



PROGRAM POLICIES

CANCELLATIONS BY THE YMCA OF GREENWICH

- If the Y cancels a program or event prior to the program commencement or event date, a full refund or credits 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 cancelled date(s). If a make-up date cannot be scheduled for any cancelled date, a credit will be issued. If a make-up date is offered for the cancelled date, no credits will be issued. No refunds will be issued for those who cannot attend the make-up date. A make-up is only available if the YMCA cancels a class.
 - There will be no make-up classes for scheduled holidays, snow days, or other weather conditions beyond our control.

PARTICIPANT WITHDRAWAL

- Withdrawal from programming, or special events, at least five business days prior to the program commencement date will receive a full refund or credit. The account credit is good for use up to one year from the credit date.
- After a program commences, pro-rated credits 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.
- All outstanding balances including YMCA charges and bank fees must be resolved before refunds will be issued.