



Program Registration and Cancellation Policies

Itasca County Family YMCA

Registration Policies:

1. Payment must be received at the time of registration. We are unable to reserve a space without payment.
2. Waitlists: If you are on a program waitlist, you will be contacted (in chronological order) in the event any spots open in the program.
 - a. You must respond in a timely manner if/when you are invited to move off the waiting list and register, or you will lose your spot on the waitlist.

Cancellation Policies:

1. 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 check.
2. Registration cancellations within 48 hours of the program start date or after the start date of the program will be refunded with YMCA credit 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.
3. Program fees will be refunded/credited without processing fees in the event the YMCA cancels a class due to insufficient enrollment or facility conflict.
4. 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.
5. 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.
6. 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.

These policies will apply to all fee-based programs at the Itasca County Family YMCA, unless stated otherwise in the program description informational/promotional materials.

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 director.