



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Program Refund & Membership Policy

At the Skagit Valley Family YMCA, we understand that plans can change. If you need to withdraw from a paid program—such as swim lessons, youth sports, or other fee-based offerings—please contact the Welcome Center as soon as possible. Below is our policy regarding refunds, credits, and membership requirements for program participation:

Refund & Credit Eligibility

- Withdrawal before registration closes:
 - You will receive a 100% refund (minus any non-refundable deposits) to your original method of payment.
- Withdrawal after registration closes but more than 48 hours before the program starts:
 - You will receive a 100% credit (minus any non-refundable deposits) to your YMCA account. This credit can be used toward future program fees, membership dues, or other YMCA services and is valid for 12 months.
- Withdrawal within 48 hours of the program start date:
 - You will receive a 50% credit (minus any non-refundable deposits) to your YMCA account, valid for 12 months.*
- Withdrawal after the program has started:
 - No refund or credit will be issued.

**With the exception of Personal Training and Private Swim Lessons. Personal Training sessions that are no-shows or are canceled within 24 hours will result in the loss of that credit and no refund will be issued. Private Swim Lessons that are no-shows or are cancelled within 48 hours will result in the loss of that credit and no refund will be issued, regardless of the reason for the cancellation.*

Account credits are valid for 12 months. If unused, the credit will either be applied to any outstanding account balance or removed from your account. Credits are not transferable or redeemable for cash.

Membership Requirements for Program Rates

To qualify for member pricing on programs, you must:

- Have an active membership at the time of registration, and
- Maintain that membership for the entire duration of the program.



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We will conduct weekly reviews of program rosters to confirm active membership status. If a participant cancels their membership before the program ends, the YMCA will automatically charge the difference between the member and non-member rates to the payment method on file. No prorating will apply.

If the participant disputes the charge or declines to pay the difference, they may be removed from the program without further refund.

YMCA-Initiated Cancellations

- If the YMCA cancels an entire program, you will receive a full account credit, valid for 12 months. This credit will be applied to any past due or future scheduled payments. Upon written request, you may choose to donate the unused amount and receive a donation receipt.
- If the YMCA temporarily closes a facility or cancels programming due to unforeseen circumstances (e.g., weather, civil emergency, government order), we will issue a prorated program credit for missed sessions, valid for 12 months.

We appreciate your understanding and support as we strive to maintain fair and consistent policies for all members and participants. If you have questions, please reach out to our Welcome Center team.

Last Revised 06/2025