

# Program Registration and Cancellation Policies

COA/YMCA North Austin Community Recreation Center



## Registration Policies:

1. Pre-registration is necessary to allow for class preparation and communication. Registration must be received no later than the Friday before the start of the program session. A \$5 late fee will be assessed to any participant who registers after the close of registration.
  - a. Late registrations are subject to class size/availability and are not guaranteed.
  - b. Registration for special events closes 24 hours prior to the start of the event. Late registration policies still apply.
2. Registration for programs will open at least 4 weeks prior to the start of the program session.
3. Payment must be received at the time of registration. We are unable to reserve a space without payment.
4. 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. Fees are due at the time of registration for the program. Fees will be prorated for the number of classes remaining in the session.
  - b. 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 can be posted back to original credit/debit card payment.
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. 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.
4. 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.
  - a. 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.
5. 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 COA/YMCA North Austin Community Recreation Center, unless stated otherwise in the program description and or 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's director.