

## MEMBERSHIP CANCELLATION & REFUND POLICY



Membership cancellation and refund policies are as stated in YMCA of Kingston Membership Agreement (and referenced documents), of which was signed at the time of enrollment. Your YMCA of Kingston membership commitment is not locked in and may be cancelled at any time. To cancel, we require that a *Membership Cancellation Request Form* be submitted, in writing, prior to the first of the month in which you wish to cancel your membership.

**Continuous memberships** are automatically renewed annually, unless you advise us to cancel, in writing, **prior to the first of the month.**

**Annual memberships** are paid in full at the time of enrollment and expire on the anniversary date. When an annual/paid in full membership is cancelled a refund is issued upon the time remaining until the expiry/anniversary date. The refund cheque will be mailed/or available to pick up within 14 business days.

## CAMP/COURSE/PROGRAM CANCELLATION & REFUND POLICY

In the event of the need to cancel your registration within a camp, course or program offered by our YMCA, please note the following cancellation policy:

1. Full camp, course and program refunds are provided in the event our YMCA cancels a camp, course or program due to insufficient registration, changes in legislation requiring cancellation, or for other unforeseen circumstances.
2. For individual camp, course or program withdrawal requests, please note the following:
  - a) There will be a minimum cancellation fee of \$15.00 for each camp, course, and program.
  - b) All requests must be in writing via a YMCA of Kingston *Camp/Course/Program Cancellation Request Form*, which can be picked up at the Member Services Desk.
  - c) A withdrawal request received 3 business days or more in advance of the camp/course/program start date will receive a refund of the remaining fees after the cancellation fee is assessed.
  - d) Refunds will not be provided for a withdrawal request received less than 3 business days in advance of the camp, course, or program start date, or once such camp/course/program has commenced.
  - e) An individual with an extenuating medical condition, which results in him/her not being able to complete/participate in any camp, course, or program, will be provided with a YMCA credit memo in an amount determined by the General Manager or CEO of our YMCA.

## YMCA ETIQUETTE STATEMENT – OUR COMMITMENT TO EACH OTHER

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate to others. YMCA members, program participants, staff and volunteers pledge to treat one another with respect and dignity.

The YMCA reserves the right to suspend or cancel a membership, or suspend program access, in its sole discretion, for inappropriate behaviour or failure to comply with our Etiquette Statement. Should any member or program participant, in the judgment of the applicable staff member, become a hazard to him/herself or to others using YMCA equipment, facilities or participating in YMCA programs, he or she may be removed from the program without refund.

## SERIOUS MEDICAL CONDITIONS

Individuals with serious medical conditions should not utilize YMCA equipment, facilities, or participate in YMCA programs without the knowledge of their physician. Such individuals should also refrain from using YMCA equipment, facilities, or participate in programs unless accompanied by someone who has knowledge of their condition (buddy system).

## SUPERVISED YOUTH POLICY

YMCA staff cannot supervise children who are left unattended. Children, ages 9 and under, must be supervised by a parent, guardian, or other adult over the age of 16 while they are in our facilities. Parents, guardians, or other adults who are supervising children must be present in the immediate area of those children. A ratio of one adult (16+ years) for every three (3) children (under 9 years) cannot be exceeded.

Children, 9 years of age and under, who have not completed the swim test (one length of pool), must be accompanied in the water by an adult (16+ years). An adult (16+ years) cannot be responsible for more than two children, who are non-swimmers, during our swims. Adults must remain in the pool area to supervise children who are 9 years of age and under.