



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
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## Fond du Lac Family YMCA Refund Policy

### MEMBERSHIP REFUND POLICY

1. Membership Join Fee is non-refundable.
2. Bank Draft memberships can be terminated at any time and for any reason. Cancellation of membership requires a minimum of five (5) days written notice prior to the monthly draft date, by signing a **Membership Cancellation form**, which can be completed with a membership specialist during our regular membership hours.
3. Annual memberships may only be refunded on a pro-rated basis, in the case of relocation, medical condition, or job loss.
4. Membership fees will not be refunded for non-usage of the Fond du Lac Family YMCA membership.

### Gift Certificates

1. Current members paying annually will have their termination date extended to include the additional months of membership indicated on the gift certificate.
2. Current members paying monthly will have their next bank draft date extended out to reflect the number of months of membership indicated on the gift certificate.

### PROGRAM REFUND POLICY

1. The Y reserves the right to change program times or locations.
2. Programs lacking sufficient enrollment may be cancelled. Program participants may transfer to another program or receive a system credit or a refund.
3. If you need to withdraw from a program before it begins, the Y will issue a system credit.
4. If a program is cancelled for any unforeseen reason, a system credit will be issued to your account to be used at a later date. If this occurs while the session is in progress, the system credit will be adjusted for the days/classes remaining.



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## SYSTEM CREDITS\*

1. Any system credit (program or membership) will be forfeited to the Fond du Lac Family YMCA after 1 year from date system credit is applied.
2. The forfeited credit will be transferred to a donation to the Fond du Lac Family YMCA's Annual Campaign. A letter will be sent out to the member/participant address on file, informing the member/participant that the tax deductible donation has been made.

\*A system credit is defined as a payment that was made for a membership and/or program that was not used. The unused payment is applied to the member/participants account to be used for another program or membership payment at a later date.