



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

General Credits & Refunds Policy (approved 5/20/16)

For All Programs (Excluding Summer Day Camps, Summer Sport Camps & Summer Pre-School Camps)

You may cancel a class or program registration up to two business days (48-hours) prior to the beginning date of the class/program. No refunds, credits or program transfers will be issued after the 48-hours has expired.

All cancellations must be made in writing or via email. We will not accept cancellations via phone. You may email cancellations to: info@gallatinvalleymca.org or via mail to: PO Box 10158, Bozeman, MT 59718. We must receive your mailed cancellation 48-hours prior to the start of the class or program.

If the YMCA cancels a class/program, any deposits and fees will be refunded at no charge. Please allow two to three weeks for processing.

If you must cancel your registration before a class/program begins, you may request one of the following:

- A transfer to another YMCA program (Registration must be available).
- A credit for future use to any YMCA program (minus a \$5 processing fee per person). Credits will expire one year from the date of issuance. *You will not receive any correspondence by mail regarding your credit, but it will be kept on our accounting system for 1 year from the date of the original credit.
- A check or credit card refund (minus a \$10 processing fee per person). Check refunds can only be issued for amounts over \$20. *Please allow two weeks for processing.

Unused class/program attendance is not transferable to another class/program session.

Summer Camp Credits & Refunds Policy **(includes all summer Sport Camps, Summer Day camps & Pre-School Camps)**

All cancellations must be made in writing or via email. We will not accept cancellations via phone. You may email cancellations to: info@gallatinvalleymca.org or via mail to: PO Box 10158, Bozeman, MT 59718. We must receive your mailed cancellation 2-weeks prior to the start of the camp or program.

All cancellations up to 2-weeks prior to the camp session will receive a refund, minus the \$25 registration/deposit fee. Cancellations with less than a 2-week notice will forfeit the entire fee of camp.

Transfers:

You may transfer your child to another session if space is available and it is at least two weeks in advance of the camp starting. Camp deposits are not transferrable to other camps.

Additions:

To add a week of camp, the \$25 deposit must be paid immediately in order for your child to be placed on the camp roster. Your child can only be added to camps where space is available. Please call the YMCA to see if space is available. Camp counselors or Camp Site Directors CAN NOT add children for additional weeks of camp. This must be done at the YMCA office between the hours of 9am-5pm

The cost of the additional week will be processed according to your payment schedule or immediately if it is within two weeks of the camp starting.

Payments:

We are happy to set up a payment plan either with credit card information or with your bank account information. Payments would then be automatic monthly, bimonthly, or weekly. Without a payment plan the balance of each camp is due 2-weeks before the camp begins. Without payment, attendance will not be allowed and full camp payment will remain on your account until paid.