

Sumter Family YMCA Financial Agreements and Policies

General Program Cancellation/Refund Policy

- System credits/refunds of 80% of the pro-rated fee based on the number of days attended will be given upon written request, when applicable.
- Written or email request may be submitted to the program director.
- 100% refunds will be issued when the YMCA alters or cancels classes/programs.

Membership Cancellation/Refund Policy

- The YMCA's Membership Refund Policy states that membership is continuous and will remain active until the member returns their card and provides 30 days' written notice to cancel.
- Members are responsible for updating their account information, including address, bank account, or credit card details, either online or by notifying the YMCA directly.
- A \$25 fee will be charged for any returned payments (check, EFT, or credit card), which must be paid or a bank error must be proven for the fee to be removed.
- All membership and joining fees are non-refundable.
- The YMCA and its third-party partners may use member contact information for the purpose of collecting any outstanding dues, and balances overdue by more than 60 days may be sent to collections.

Personal Training Financial Agreement

- If the client is late for a session, he/she will be allowed the full session if time permits (dependent upon time constraints and discretion of trainer). If time does not permit a full session, client will be allowed the remaining time of the scheduled session at price of the normal session.
- Cancellation of an appointment is to be made at least 24 hours in advance; otherwise client will be charged for the appointment, with the personal trainer's home/cell phone.
- No shows will be charged for scheduled session.
- Personal Training sessions may not be refunded for any reason except with a doctor's note that specifies termination of exercise.

School Year Financial Agreement

- The registration fee is non-refundable or transferrable.
- Program cancellations are required by the 15th of the month prior, to withdraw from the program. System credits/refunds of 80% of the pro-rated fee based on the number of days attended will be given upon written request.
- Payments are required to be setup by automatic draft, due by the first of the month, and will be assessed a \$10.00 late fee if not paid in full by the 5th of the month.
- Fees are not discounted due to absence from the program.

Summer Camp Financial Agreement

- **Deposits are non-refundable or transferrable.** If applicable, system credits/refunds of 80% of the pro-rated fee based on the number of days attended will be given upon written request.
- Payments are due by 6:00 pm, **10 days before each camp week**, and will be assessed a **\$10.00 late fee** if not paid in full.
- Campers must to be picked up by the posted end time of their registered camp and will be assessed an **additional \$5.00 a minute late fee** unless they are enrolled in the extended care program.