



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Metro North

PROGRAM REGISTRATION POLICIES

Updated 05/31/2017

PROGRAM REGISTRATION

In order to receive member rates for programs, your membership must be current throughout the entire program session. If it expires during the session and you do not renew your membership, you will be charged an additional fee to bring the total cost of the program to the non-member rate. We require each participant in a YMCA program to have a signed program liability waiver that is current for the calendar year, those participants under 18 must have a parent signature on the program waiver. Participants, or their parents for participants who are under 18 years old, must sign a new program liability waiver each calendar year. If a program spans two calendar years, participants may be asked to sign a waiver for the upcoming calendar year at the time of registration.

WAIT LIST POLICY

If a program is full, you may request to be placed on a waitlist. You will make no payment until accepted into the program. If room in the program becomes available, the program director will contact you to inform you of your acceptance into the class. You will have 24 hours to contact us and make payment to secure your placement in the program. If we do not hear from you, your name will be removed from our wait list and the spot will go to the next person on the wait list. Your spot is not accepted/secured unless payment is received. Please make sure we have your correct address, email and phone number on file to contact you.

PROGRAM CANCELLATIONS

The YMCA may cancel a class due to unforeseen events, i.e. safety concerns, weather, building closures, etc. The YMCA will make every effort to make up the canceled class; however in the event that a canceled class cannot be made up by the YMCA a system credit will be issued for the canceled class. Make-up classes will be offered, if possible, on an alternate date which will be selected by the appropriate program director.

LATE REGISTRATION AND PRO-RATING:

- If a participant wants to register for a session that has already begun, and more than two classes have run, the program director must approve the registration. Prorating will occur at Director discretion.
- Due to the nature of programming at our Gymnastics Center, no late additions to the roster will be made after the second class has begun. Prorating will only occur if the participant has been added late from a wait list.

CREDITS AND REFUNDS

- If the YMCA cancels a full program, a full refund will be processed.
- Refunds will be issued back to the credit card to which the charge for the class was originally applied, or a refund check will be issued if the fee was paid via check or cash.
- If notification of withdrawal is received 48 hours or more prior to first class, your option of a YMCA system credit or a full refund will be issued for the full amount of the class.
- If notification of withdrawal is received less than 48 hours prior to the first class, a YMCA system credit will be issued.



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- If notification of withdrawal is received between the first and second class, a YMCA system credit will be issued minus the cost of classes already held.
- After the 2nd class there will be no credits or refunds given.
- Only a Director or Business Manager can approve credits/refunds.
- Make up classes or refunds are not available for classes missed by the participant due to personal conflict.
- A system credit issued for a program cannot be applied toward membership dues. They can only be used for future program registration.

REGISTRATION INFORMATION

BEFORE YOU REGISTER

1. Due to high call volume, Memberships will not be sold over the phone. Please purchase membership prior to the designated registration days.
2. Please confirm your birth date and email address with us at the Welcome Center to help facilitate future web registration.
3. If this is your first time registering online, we recommend you log on to ymcametronorth.org/online-account prior to the registration start date to create your online account.

In Person Registration at the Branch Location

Walk-in registration begins at the Branch at 6:00am. Members will usually have approximately a week or more to register for programs before it opens to Non-Members. To register in person, please visit your local branch Welcome Center.

Online Registration

Online registration at ymcametronorth.org begins at 6:00am on the first day of registration. Members will usually have approximately a week or more to register for programs before it opens to Non-Members. Program Waivers are included in the online registration process and must be accepted in order to complete registration online. To register online visit ymcametronorth.org, click Programs, and click either the "Registration Information" button, then "Program Search & Register", or "Access My Account" for instructions on how to set up an online account and browse and register for programs. If any issues with accessing or setting up your online account, please contact info@metronorthymca.org