

Membership/Program Cancellation Written Notice

To cancel a membership (see policy below):

Please cancel my Monthly Bank Draft/Annual Membership for the Grand

(circle one)

Traverse Bay YMCA as of thirty days from today's date:_____.

I understand that I must return my membership card on or before the expiration date, and that I will not be refunded any payments made prior to 30 days from today's date.

To cancel a program registration (see policy below):

Please cancel my program registration for _____ for the

(name of program)

session scheduled_____.

(scheduled dates/season)

I understand that I will be refunded in the form of a program credit unless otherwise approved by the program director, and that late registration fees are non-refundable. Note: refunds will NOT be available after the program start date, unless due to program cancellations made by the Grand Traverse Bay YMCA.

Membership Satisfaction Guarantee

If, for any reason, you are dissatisfied with your YMCA membership, you may cancel in writing at any time and receive a refund for any unused portion. There will be no refunds on joiner fees or program fees, and any joiner fees waived at membership startup will be deducted from refunded amount if membership is not held for one year. Special partial year memberships, when offered, must be paid in full at time of purchase, and may not be renewed without paying the full joiner fee. Special discounts on joiner fees, when offered, apply only to full year memberships. Annual and bank draft members do not pay a renewal joiner fee if membership is held for at least one full year and continuously thereafter. Membership cancellation during a paid program will result in an increase in program fees to the pro-rated non-member rate, which will be deducted directly from any refund amount due. There will be no refund given for time prior to receipt of written notice of cancellation.

Program Refund Policy

Refunds will be made in the form of program credits unless otherwise approved. Refunds will not be issued for any reason unless applied for in writing prior to the program start date. Program credits are valid for one year from the date issued and do not include late fees.

Print Name _____ Phone _____

Signed _____ Date _____

For office use only Rec'd by: _____ Date rec'd: _____ Date card returned _____

Reason for cancellation: ___ Facility Inadequate ___ Moving ___ Injury/Illness ___ Staff Inadequate
___ Programs Inadequate ___ Did not use ___ No time ___ Cost ___ Other: