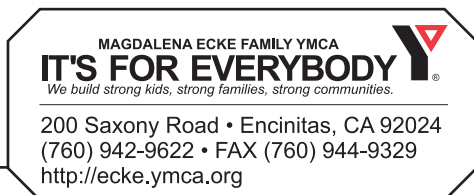


**MAGDALENA ECKE FAMILY YMCA**  
**SUMMER 2008 CREDIT AND REFUND POLICIES**

**GENERAL CREDIT & REFUND POLICY**

All Programs (Except 2008 Day Camps, Active Adult Trips and Events)

1. You may cancel a class or program registration up to one day prior to the beginning date of the class/program. No refunds, credits or program transfers will be issued on or after the day the program begins.
2. If the YMCA cancels a class/program, registration and fees will be refunded at no charge. Please allow two to three weeks for processing.
3. If you must cancel your registration before a class/program begins, you may request one of the following:
  - a. A transfer to another YMCA program (Registration must be available).
  - b. A credit voucher for future use to any YMCA program (minus a \$5 processing fee per person except Adventure Club programs). Expires one year from the date of issuance. \*You will not receive any correspondence by mail.
  - c. 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.
4. Unused class/program attendance is not transferable to another class/program session.
5. There are no refunds for classes/programs without a 24-hour cancellation notice.



**CAMP CREDIT AND REFUND POLICY**

If you wish to make a change or cancel your registration prior to the 12-day deadline, you may choose one of the following:

- A transfer to another YMCA program (registration must be available).
- A credit voucher for future use to any YMCA program (minus a \$5 processing fee per person). Expires one year from the date of issuance. \*You will not receive any correspondence by mail.
- A check or credit card refund (minus a \$10 processing fee per person plus the \$50 non-refundable deposit). Check refunds can only be issued for amounts over \$20. \*Please allow 2 weeks for processing.

**SINGLE DAY CAMP CREDIT & REFUND POLICY**

If you wish to make a change or cancel your Single Day registration, we will need 72 hour notification in order to process your request. See Camp Credit and Refund Policy above for more details.

**Before camp starts we pay our vendors, purchase our admission tickets and supplies, and hire our staff according to the enrollment. These are the reasons for our policy.**

**CREDIT & REFUND POLICY EXCEPTIONS**

Children absent three or more days in a session due to illness or injury may receive a prorated credit or refund. A doctor's note must accompany the credit/refund application available at the Registration Desk and to be filled out within one week of the camp.

**ACTIVE ADULTS CREDIT AND REFUND POLICY**

1. If, for any reason, a trip or event is cancelled by the Active Adults Director, or the YMCA, you will be issued a refund check by mail.
  2. Please allow 14-21 working days for refund check processing.
  3. Reservations must be cancelled 14 days or more prior to the tour date on one-day trips in order to receive a refund.
  4. If cancellation is under 14 days and a replacement can be found by you, or from a waiting list, you will be eligible for a refund.
  5. A check or credit card refund will be charged a \$5.00 processing fee per person. Check refunds can only be issued for amounts over \$20.
  6. Overnight cancellation policies vary, trip by trip. Please read flyers carefully.
- **For all cancellations, transfers and questions, you MUST call Toni Friedman, Active Adults Director, at (760) 942-9622, ext. 1436.**
  - NOTE: The Magdalena Ecke Family YMCA does not assume any liability for injury, damage, loss or delay due to any act or default of any other company or person.
  - IMPORTANT: All Magdalena Ecke YMCA members & participants must have a completed Adult Information & Waiver Form on file before participating in our programs and events. Pick one up at the YMCA or call (760) 635-3050 to have one mailed to you.