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## KY YMCA Refund Policy

Updated: 9/24/2021

- Submit the Refund Request Form digitally or with a physical or scanned & emailed copy. Emailed pictures will not be accepted due to legibility concerns.
- Requests will be evaluated by YMCA Staff.
- Refunds will not be applied to future programming.
- Student Y member fees are non-refundable for individuals, schools, and organizations.
- Refunds for Need-Based Scholarship given after payment has been processed will be at the discretion of the Y-Staff.
- Refunds for KYA and KUNA paid for with a school check will ONLY be issued back to the school and distributed to participants from there.
- If a student pays individually online to the Kentucky YMCA Youth Association, then a refund may be distributed back to the individual, if they meet the terms of our refund policy. The processing fee of \$3 will not be returned.
- If payment has not yet been received, the refund policy will be implemented as outlined to determine an amount owed and an updated invoice will be provided.
- Those with extenuating circumstances (e.g. doctor's note, documented Covid-19 exposure/test, or death in the family) can email [starla@kymca.org](mailto:starla@kymca.org) to explain their request for a larger refund. These requests will be handled on a case-by-case basis, factoring in incurred costs and potential attendance to another conference.
- Individual refunds may take up to 30 days to process and are only processed following the conclusion of a conference.
- School-based refunds may take up to 30 days to process and are only processed following the conclusion of a conference. They will be prioritized over individual refund processing.
- No refunds will be granted if requested more than 30 days after the conclusion of the conference.

### Cancellation and Notification Timeline:

- For in-person conferences the following amounts will be kept covering administrative costs and incurred charges.
  - More than four weeks prior: \$20
  - More than two weeks prior: \$70
  - Less than two weeks prior: \$140
  - If a student has arrived at a conference and must leave, they will be charged the full cost of the conference.

Kentucky YMCA Youth Association, 91 C. Michael Davenport Blvd., Frankfort, KY 40601  
www.kymca.org Phone (502)227-7028 Fax (502)227-7030



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- Switching from in-person to virtual programming will fall under this same timeline for our refund fees, but the cost to register for the virtual program will be reduced to \$20.
  - Advisor refunds will be 50% of the amount paid if less than four weeks prior to the conference.
  - *Please confer with your advisor and ONLY send one email to [Nikkei@kyyymca.org](mailto:Nikkei@kyyymca.org) to let her know that you will not be there, so she can remove you from our registration documents. She will not be able to discuss the status of your refund.*
- **For virtual conferences:**
    - More than two weeks prior: \$20 administrative and incurred costs fee. This is true for any student who does not complete their online paperwork by this time and is forcibly dropped by the KY YMCA.
    - Less than two weeks prior: No refunds will be offered.
    - *Please confer with your advisor and ONLY send one email to [Nikkei@kyyymca.org](mailto:Nikkei@kyyymca.org) to let her know that you will not be there, so she can remove you from our registration documents. She will not be able to discuss the status of your refund.*

### **KY YMCA Cancellation:**

If an in-person conference is cancelled by the KY YMCA or program venue due to weather, pandemic, low registration numbers, or other unforeseen circumstances, the KY YMCA will call advisors to receive feedback and determine the best course of action between creating a virtual program over the same dates, moving their registration to the already scheduled virtual conference, or if space and logistics allow, to join a later in-person conference.

The KY YMCA will make every effort to provide any changes to programming as soon as possible. If a change to programming is required, the KY YMCA will review the refund policy as stated above, work with vendors to reduce incurred costs to the organization and make every effort to maximize the amount possible to be refunded. The time to make the determination of this amount may cause a short delay in refunds being processed.

**IF THE KY YMCA MOVES THE ENTIRE CONFERENCE VIRTUAL ALL STUDENTS WILL AUTOMATICALLY BE REGISTERED FOR THE VIRTUAL PROGRAM.** Any drops from the virtual program must be submitted BY THE ADVISOR within the timeline given in the announcement.



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The KY YMCA refund policy is based on the timeline in which we commit to expenditures to our vendors including but not limited to rooming, food, virtual resources, and any additional safety measures.