

KY YMCA Youth Association Refund Policy

- 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 not be granted.
- 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 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@kyyymca.org to explain their request for a larger refund. *Please note that we will still keep costs to cover incurred fees. A full refund will not be given even in extenuating circumstances.* These requests will be handled on a case-by-case basis, factoring in incurred costs.
- If an additional room cost has been added to the invoice due to private advisor or smaller student rooms, refunds will not be granted if the room is combined or dropped past the payment deadline.
- 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.
- No refunds will be granted if requested more than 30 days after the conclusion of the conference.

Cancellation and Notification Timeline:

This refund policy will be in effect for student, school, KY YMCA, and/or venue cancellations.

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.
- 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 dustin@kymca.org to let him know that you will not be there, so he can remove you from our registration documents. He will not be able to discuss the status of your refund.*
- Submitting a refund request does not automatically notify us that you are not attending. **Failure to notify us via email, if prior to the conference, means we will hold you to the refund policy as it stands on the date your refund request is reviewed.** This could result in a lower refund amount.

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, 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.