

PROGRAM POLICY

- Program Registration
 - You can register in-person at the YMCA, over the phone (if you are a current member), or at ymcawnc.org.
 - All registration is first come, first served. Please register early to prevent program cancellation. If a program is full, you can be added to the waitlist if one is available. People on the waitlist will only be contacted if space becomes available.
- Program Credits/Refunds
 - Full refunds will be made for canceled programs. Programs may be canceled if minimum enrollment is not met. Every effort is made to address the program status three business days before the start. Please check your email for updates.
 - Should a participant be unable to complete a session to due medical reasons, a prorated refund will be issued if a doctor's note is provided before the end of the sessions. A participant can withdraw from a program by midsession and will be issued a prorated credit on the participant's YMCA of WNC account to be applied to future programs and is valid for one calendar year.
 - Participants who withdraw before the first day of the program may receive a full credit to their YMCA of WNC account to be applied to future programs and is valid for one calendar year.
 - YMCA program credits may not be applied toward membership.
- Program Closings
 - For weather-related program closings, the YMCA will make every effort to make up lost time/misssed classes. If the participant is unable to attend the makeup, no individual refunds will be offered. If a makeup is not offered, a prorated credit will be issued to the participant's YMCA account and can be applied to future programs excluding membership and is valid for one calendar year.