

SOUTH SHORE YMCA

PROGRAM REGISTRATION POLICIES

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In order to receive member rates for programs, your membership must be current throughout the entire program session. If it expires during the session and you do not wish to renew, you will be charged the non-member rate.

WAIT LIST POLICY

If a program is full, you may request to be placed on a waitlist. You will make no payment until accepted into the program. The program director will contact you to inform you of your acceptance into the class. Please make sure we have your correct address, email and phone number on file to contact you.

PROGRAM CANCELLATIONS

The YMCA may cancel a class due to unforeseen events, i.e. safety concerns, weather, building closures, etc. The YMCA will make every effort to make up the canceled class; however in the event that a canceled class cannot be made up by the YMCA a system credit will be issued for the canceled class.

LATE REGISTRATION AND PRO-RATING:

- If a participant wants to register for a session that has already begun, and more than two classes have run the program director must approve the registration. Note: There will be no pro rate due to fixed class costs.
- If a participant wants to register for a session that has already begun and four or more classes have run the program director must approve the registration. Note a \$10.00 flat pro-rate allowance will be applied to the registration fee.

CREDITS AND REFUNDS

- If notification of withdrawal is received 48 hours or more prior to first class, a YMCA credit or a full refund will be issued for the full amount of the class minus a \$15.00 processing fee.
- If notification of withdrawal is received less than 48 hours prior to the first class, a YMCA credit minus \$15 will be issued.
- If notification of withdrawal is received up to the third class, a YMCA credit will be issued minus \$15 fee and the cost of classes already held.
- After the 3rd class there will be no refunds given.
- Only the Program Director of the department can issue credits/refunds.
- Make up classes are not available for classes missed by the participant due to personal conflict.

*A system credit cannot be applied toward membership dues. They can only be used for future program registration.

Red Cross Certification Refund Policy: There is a 50% non-refundable deposit necessary for all Red Cross classes. All classes must be paid for in full prior to the start of the first class session. If the participant cannot complete the prerequisites for any reason, they are only entitled to a 50% refund of the course, or they may use the full credit towards the next course. If the participant does not pass the course at the conclusion of the course, no refund will be given, but they can use the full credit towards the next course.

REGISTRATION INFORMATION

BEFORE YOU REGISTER

1. Due to high call volume, Memberships will not be sold over the phone. Please purchase membership prior to designated registration days.
2. Please confirm your birth date and email address with us at the Welcome Center to help facilitate future web registration.
3. If this is your first time registering online, we recommend you log on to ssymca.org prior to the registration start date to create your online account.

WALK-IN REGISTRATION

Walk-in registration is available for both Members and Non-members beginning at 8:30am on the respective registration start dates. To register in person, please visit the Quincy or Emilson Branch Welcome Center.

ONLINE REGISTRATION

Both Members and Non-members can register online at ssymca.org beginning at 8:30am on the respective registration start date. To register online visit ssymca.org and click the register button for instructions on how to set up an online account and browse and register for programs.