

YMCA BIRTHDAY PARTY REFUND POLICY

In order to balance the fluid nature of family schedules with a successful and reliable Birthday Party program experience for all participants, the Wenatchee Valley YMCA uses the following refund policy:

Cancellations: 30 days prior

Cancellation requests via email received 30 days prior to the Birthday Party date may receive a full refund.

Cancellation: more than 15 days prior but less than 30 days

Cancellation requests received more than 15 days, but less than 30 days, prior to the Birthday Party date will result in all payments with the exception of a \$20.00 processing fee to be refunded.

Cancellations: Less than 15 days prior

Cancellation requests received less than 14 days prior to the Birthday Party date will not be eligible for a refund of any portion of fees, except in the case of an unforeseen medical situation verified by a note from a physician.

Transfer Request:

Birthday Party fees may be transferred to another date if arrangements are made prior to the initial event date. Transfer Requests received less than 30 days prior to the initial party date will be subject to \$10.00 service fee which will be added to the final event invoice and must be paid prior to the party date. All transfer requests are dependent on availability.

Bounce House Cancellation:

We will enforce *Bounce Wenatchee* Cancellation Policy in the event you need to cancel a bounce house rental. Additional cancellation fees may apply.

Other:

There are no refunds for any party add-ons within 14 days of the event date.

Birthday Party Hosts may dismiss any party guests whose behavior, with or without reasonable accommodation, is deemed by the YMCA, in its sole discretion, to be inimical to the safety of other party guests, YMCA staff, and YMCA members. In this instance, no refund will be provided, and the YMCA shall not be responsible for any additional costs that may result.