



## Refund and Credit Voucher Policy

### REFUND POLICY:

- Fitness Memberships, Drop in Passes (Single or 10 Pass) and Day Passes are not refundable, they are transferable
- Fitness memberships are effective on the date of purchase. Memberships will not be extended under any circumstance if membership cards are not picked up and/or used.
- Fitness on 25<sup>th</sup> | YWCA Saskatoon reserves the right to cancel or change programs at any time or close all or part of the facility for maintenance and/or special bookings. Memberships will not be extended nor will the holder be compensated for these changes, cancellations or closures
- Any purchase of merchandise (t-shirts, shorts, locks etc.) is a final sale
- Any purchase of a Towel Service Token or Locker Rental is a final sale and cannot they be put on hold under any circumstances
- A full refund will be given if Fitness on 25<sup>th</sup> | YWCA Saskatoon cancels or reschedules the registered program. Fitness on 25<sup>th</sup> | YWCA Saskatoon reserves the right to cancel, combine, and change class times as may be required.
- A refund less the appropriate administrative fee will be given if a written request is received up to 7 days before the start date of a registered program
- Administrative fees:
  - o NO REFUND for programs \$0.00 - \$10.00
  - o \$5.00 for programs \$10.01 - \$30.00
  - o \$10.00 for programs \$30.01 - \$50.00
  - o \$20.00 for programs \$50.01 and up
- Refunds will not be given if less than 7 days notice is given, credit notes are available for medical reasons (a doctors note must be included with the application)
- Fitness on 25<sup>th</sup> | YWCA Saskatoon reserves the right to refuse a request for refund if it results in a class cancellation due to insufficient numbers or if people were turned away because a class was full.

### CREDIT VOUCHER POLICY:

- A credit voucher will be issued if a written request is received at least 7 days prior to the start of the program or for medical reasons (a doctor's note must be included with the application)
- An administrative fee of \$5.00 will be applied
- Credit vouchers are transferable and are valid for one year from the date of issue.
- Applications for credit vouchers will not be considered if 50% or more of the class/program has been completed

## What do you know about the YWCA Saskatoon?

Did you know that we are a non-profit organization that strives to meet the needs of the community? All funds raised through our memberships, class fees, Voting memberships and other fund raising efforts go toward providing shelter for women who are homeless or fleeing abusive situations. These services provide help for the unemployed, offering recreational opportunities for disadvantaged children, and much, much more.

We are Saskatchewan's largest crisis shelter for women, children and female youth-at-risk. No other organization in the City of Saskatoon offers such a diverse range of services, 24 hours a day, seven days a week, regardless of the circumstance. As well, our building is completely wheelchair accessible.

Become a member or take part in a class and make a difference in someone's life

