




## **Online Registration Frequently Asked Questions**

**Q. How do I register on-line?**

A. It is EASY! Log on to our website at [www.ymcaofcentralky.org](http://www.ymcaofcentralky.org) and click on  (located on the upper right side of your screen). This will take you directly to 3 options. You can choose to become a full facility member, a program participant or, if you are all ready in our data base, you can choose to register for classes or programs.

**Q. Is on-line registration secure?**

A. Yes. The on-line registration site will secure your private information using 128-bit encryption so no account information is sent unencrypted over public lines.

**Q. What information do I need to login to on-line program registration?**

A. All you need is your last name, first name, date of birth and zip code.

**Q. Do I have to login in order to see what programs are offered?**

A. No. You can click on branch-specific program guides on our home page ([www.ymcaofcentralky.org](http://www.ymcaofcentralky.org)).

**Q. Do I have to login in order to register for programs.**

A. Yes.

**Q. What types of programs are available on-line?**

A. Virtually every program is available for on-line registration. If a program is not listed please contact the branch where the program will be held.

**Q. What do I do if I have a special situation or want to sign up for a program that does not appear on-line?**

A. If you have a special situation or want to sign up for a program that is not available on-line, you must go to a branch to complete your registration.


**Q. What payment options do I have for on-line registration?**

A. Your payment options are MasterCard, Visa and Discover. If you are a member and are using bank draft for your monthly payments you can choose that option also.

**Q. Can I sign up more than one person at a time for programs?**

A. As long as the individuals you want to sign up are part of your YMCA account, you can register them for programs.

**Q. What proof will I have that I registered and paid for a membership or for a program?**

A. Once you have completed and paid for the transaction, click on  [printer friendly version](#) on the upper left hand side of the screen and print your receipt.

**Q. Can I cancel a program or membership on-line and receive a refund?**

A. No. All cancellations must take place at the branch.

**Q. What is the credit/refund policy for on-line program registration?**

A. You can either come to the branch or call us to cancel out of a class.

The refund policy is:

- If the YMCA cancels a class/program, a full credit or refund will be issued to the program participant.
- If a program participant wishes to withdraw from a class prior to the first class he/she will be issued a credit or refund minus a \$5.00 processing fee.
- If a program participant participates in one class, then wishes to withdraw from the class, he/she will be issued a credit or refund for the pro-rated amount of the balance (from the date the request was submitted) minus a \$5.00 processing fee.
- If a program participant wishes to withdraw from a class anytime after it has begun, and they provide a doctor's note, he/she will be issued a credit or refund for the pro-rated amount of the balance remaining (from the date the request was submitted), minus a \$5.00 processing fee.
- No credits or refunds will be distributed beyond the second class of any program/class without a doctor's note.
- Credits and/or refunds may take up to 7-10 days to process.
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**Q. What if I have an existing system credit or receive a discount?**

A. If you have a credit or are receiving a discount you must go to the branch to complete your registration.

**[Click here to register](#)**