

## Program Cancellation & Refund Policy

Our cancellation policy helps ensure that program spots are used effectively and are available to as many members as possible. By following this policy, you can have your credits or program charges restored to you, generally within 7–10 business days. Cancellations made without sufficient notice will not be eligible for refund or credit.

**Notification requirements vary by program type—please review the specifics below.**

### How to Cancel Your Registration for a [Fee-based Program](#)

To cancel your registration for a fee-based program or series, please email [cancel@thecentercville.org](mailto:cancel@thecentercville.org) or call our cancellation voicemail line at 434-220-9756 and provide:

- First and last name
- Exact program name
- Date and time of the program
- Your phone number

#### 1. For Recurring Fitness Programs with Fees

Please notify us at least **2 business days** prior to the class. Cancellations made less than 2 days prior will not be eligible for a refund or credit.

#### 2. For Art, Music, and Language Programs with Fees

Please notify us at least **5 business days** in advance of the program's start date. Cancellations made less than 5 days in advance will not be eligible for a refund or credit.

*Note: Many art, music, and language programs are structured as a series, with a specific number of sessions scheduled over a defined period of time. Missed sessions within a series are not eligible for refunds.*

#### 3. For All Other Programs with a Fee

Requests for refunds or credits for all other fee-based activities will be handled on a case-by-case basis.

### Reminder about Canceling Registrations for [Programs without Fees](#)

You can cancel your registration online through MyActiveCenter.com for programs without fees provided you do so at least 1 day prior to the event.

### [Ticketed events and travel are nonrefundable.](#)

**For cancellations made at the discretion of The Center** due to weather advisories, instructor illness, or other issues, credit will be placed into the member's account. Notification of such cancellations will be provided as soon as possible via channels that may include email, website, text messages, or local media.