



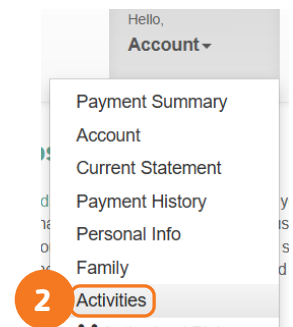
HOW TO CANCEL OR TRANSFER A PROGRAM

How To Cancel A Program

Once you submit the cancellation request, you will remain enrolled through the end of the current month. Example: If you cancel on October 10, you will continue to participate in the program through the end of October and will not be charged starting in November.

1. Log In. Go to ymcagranite.sgasoftware.com or scan the QR code above to sign into your Granite YMCA member account.

2. Go to Activities. From the top navigation, click **Account**, and then choose **Activities**.



3. Locate Your Program. Scroll down to the list of activities you're currently enrolled in. Find the program you want to cancel and click **Billing** next to it.

Adult Beginner Tennis Class

3 **Billing** 09/04/25 - 05/28/26

4. Cancel Your Program.

- Click **Cancel**.
- Select **Cancellation Reason** in the popup.
- Click **Submit**.

Pays **Monthly** with **VISA**
4a Cancel Adult Beginner Tennis Class

Cancel Program ✕

Member:

Product: Adult Beginner Tennis Class

Cancellation Reason:
Switched Classes

4b

4c **Submit** **Exit**

5. Confirm Cancellation. A final confirmation popup will appear. Click **Cancel** to confirm.

Confirm Cancellation ✕

Please confirm your **Adult Beginner Tennis Class** cancellation. Your registration for **Adult Beginner Tennis Class** will end on 9/30/2025.

Cancelling your membership will mean you'll no longer be a member and able to enjoy member benefits including facility access, member pricing on future programs, Nationwide Membership and much more.

5 **Cancel My Adult Beginner Tennis Class**

How To Transfer To A New Program

There's no direct transfer option for programs, but you can easily switch to a new program by following these steps:

- Find your new program:** Browse our program offerings online or at your branch to see if your desired class is available.
- Register for the new program:** If your new program is open and has availability, register whenever you're ready to start. Your new program will begin immediately unless there is a waitlist.
- Cancel your old program:** Follow the instructions above to cancel.

If you need additional assistance, please reach out to your Program Director or Welcome Center.