

## **VIP GYMSPORTS- REFUND POLICY**

### **GENERAL: Applicable to all refunds:**

- Refund Request Form is required to accompany each request.
- Proof of payment is required
- All deposits are non-refundable and non-transferable to another participant
- Refund requests are date sensitive and will not be accepted after the program has ended.
- Refunds will be issued using the original method of payment.

### **SPECIFIC CATEGORY REQUIREMENTS:**

#### **A) Gymnastics Classes:**

- Intro classes are not eligible for a refund after the first class has started unless a doctor's note is provided accompanied with completed refund form. The deposit is non-refundable and non-transferable.
- If the session has not started, a refund of the full session cost (excluding the deposit) will be given provided the refund form is completed and submitted to the office prior to the first class.
- If the session has started, payment for classes already attended plus 4 weeks payment and the deposit will be non-refundable. A refund for the remainder of the session will be issued following review of the request and submitted form.

#### **B) Parties:**

- Parties may be transferred to a different date or time, subject to availability, without loss of deposit with a minimum of two weeks' notice
- No refunds or credit will be given for any party.

#### **C) Drop in Sessions**

- No refunds or credit will be given for drop in sessions

#### **D) Camps**

- refunds of 80 % of the camp fees will be given with a minimum of 2 weeks advance notice prior to the start date of the camp.
- The Refund Request Form must be completed and submitted to the office.
- Pro-rated refunds are NOT given for days absent unless a doctor's note is provided with the refund request form and submitted to the office for review and evaluation by management.

#### **E) Merchandise**

- All merchandise (such as t-shirts, leotards, grip bags, tape, grips, wrist bands, etc ) is a final sale and non-refundable.

## **VIP GYMSPORTS - ILLNESS AND INJURY POLICY**

Missed classes resulting from illness or injury are eligible to receive a free drop in pass in lieu of a make up class upon request up to. To receive a refund due to injury or illness resulting in absence for two weeks or more we require a note from a medical professional. For concussions or any other serious injuries, a return to sport plan will need to be put in place, often requiring clearance from a medical professional.

## **Weather Related Gym Closures**

In the case of extreme weather we will have to close the gym for our own safety as well as yours. We will not be offering make up classes for weather related closures at this time.