

FALL 2020 CANCELLATION, CREDIT/REFUND AND ILLNESS POLICIES

Once you are registered, we hope that nothing interferes with your child coming to Kyle Shewfelt Gymnastics. However, please be aware of the following policies:

- Kyle Shewfelt Gymnastics reserves the right to cancel any programs with insufficient registration one week prior to program start date. If KSG cancels your class due to enrollment or scheduling issues, we will transfer you to the next available class of your choice. If we can not find a comparable and convenient alternative option, you will receive a full refund with no additional administrative fees. Please note that Gold Medal Memberships are only refundable in this circumstance.
- Cancellation of a registration prior to classes commencing will receive a full refund (less a \$30 administration fee per cancellation) or a full non-refundable credit can be applied to your account for future use (with no additional administrative fees). Please note that Gold Medal Memberships are non-refundable.
- If you/your child are not completely satisfied after your first class of the session, KSG will refund your full session tuition. We strive to create an exceptional experience and we hope that we can exceed your expectations. Please note that Gold Medal Memberships are non-refundable.
- After your first class, Kyle Shewfelt Gymnastics maintains a NO REFUND policy on all of our fees in order to ensure proper safety and staffing for our classes.
- After the first class of the session, refunds are issued for medical reasons only and a medical certificate or doctor's note must be provided. Medical cancellations will receive a pro-rated refund (less a \$30 administration fee per cancellation) or a pro-rated non-refundable credit can be applied to your account for future use (with no additional administrative fees). Please note that Gold Medal Memberships are non-refundable.
- Class change/transfers are based on availability and must be approved by KSG Management. Please contact us for more information. Please also see the Class Change/Transfers section below.
- If a child can not adhere to staff instruction and AHS health and safety requirements, they will be removed from the program and a pro-rated refund (less a \$30 administration fee) will be provided for the remainder of the session. Gold Medal Memberships are non-refundable.
- **Please stay home if you are sick.** If a participant is showing any symptoms listed on the [Health and Wellness Screening Checklist](#), they will not be permitted entry to our facility. **As a temporary measure for our Fall 2020 session**, we will provide a non-refundable credit to your account for one (1) missed class due to illness during the session. To receive a credit, we must receive written or verbal notice of an absence prior to the class start time. Because of coach:athlete ratios and for safety reasons, we do not offer make up classes. A spot in a class is reserved for the registered participant for the entirety of the session. We feel this temporary illness policy finds a fair balance between giving our customers confidence in their commitment to our facility, while also maintaining the integrity of our business operations.
- In the event that Kyle Shewfelt Gymnastics must cancel a program offered at our facility due to unforeseen circumstances that are beyond our control (including coach illness, extreme weather, power outage, gas leak, global pandemic, etc) we will provide a non-refundable credit on your Amilia account for any missed classes. ***Only Credits are available***

Once a credit is issued to an account, the credit amount is non-refundable. Account credits can be used towards future online purchases made at KSG and have no expiration date. Credit

amounts will not appear as a payment option during check out when “Installments” are the chosen method of payment. Please contact us to have account credits placed towards an Installment payment.