

MONTHLY PROGRAMS CANCELLATION POLICY:

Once you are registered, we hope that nothing interferes with your child coming to Kyle Shewfelt Gymnastics. However, if you must cancel a registration for a monthly program, please be aware of our cancellation policy:

- Kyle Shewfelt Gymnastics (KSG) reserves the right to cancel any programs with insufficient registration 48 hours prior to program start date. If KSG cancels your class due to enrollment or scheduling issues, you will receive a full refund with no additional administrative fees.
- Cancellation of a registration prior to classes commencing will receive a full refund (less a \$30 administration fee) or a full non-refundable credit can be applied to your account for future use (with no additional administrative fee).
- If you/your child are not completely satisfied after your first class, KSG will refund your full monthly tuition. We strive to create an exceptional experience and we hope we can exceed your expectations.
- After your first class, KSG maintains a NO REFUND policy on all of our fees in order to ensure proper safety and staffing for our classes and events.
- After the first class of the month, 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).
- Class transfers are based on availability and must be approved by KSG Management. Please contact us for more information.
- 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 month.
- **Please stay home if you are sick.** If a participant is showing any symptoms listed on the Health and Wellness Screening Checklist or has been put into mandatory quarantine, they will not be permitted entry to our facility. As a temporary measure, we will provide a non-refundable credit to your account for one (1) missed class due to illness or mandatory quarantine during the month. 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 month. 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 KSG 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.