



CAMP - CANCELLATION, CREDIT/REFUND, POLICIES

We strive to provide a positive and uninterrupted experience for all participants. Once you are registered in a program, we hope nothing interferes with your child's participation. Please review the following policies:

- NO REFUND policy on all AGF Insurance Memberships and Uplifter fees.
- Aerials Gymnastics reserves the right to cancel any programs with insufficient registration. If Aerials cancels your camp due to enrollment or scheduling issues, you will receive a full refund with no additional administrative fees.
- Cancellation of a registration 14 days or more prior to camp commencing will receive a full refund (less a \$20 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 AGF Insurance Memberships are non-refundable. Once a credit is issued to an account, the credit amount is non-refundable and valid for 1 year's time. Account credits can be used towards future purchases made at Aerials. If a family has an outstanding fundraising balance, any credits on the account will be applied to recover the outstanding balance.
- Cancellation of a registration within 13 days of camp commencing will not receive a refund or a credit.
- Medical cancellations are allowed at any time throughout the session. You will receive a pro-rated refund based on how many classes have passed. A medical certificate or doctor's note must be provided.
- Please keep your child(ren) home from camp if sick. If illness affects your child's ability to participate in camp, you will be contacted to pick your child up. Refunds will not be given due to illness, unless a medical note is provided.
- In the event that Aerials Gymnastics must cancel a program offered at our facility due to unforeseen circumstances that are beyond our control (including staff illness, extreme weather, power outage, gas leak, global pandemic, etc.), we will attempt to contact the account holder by email and/or phone and we will provide a non-refundable credit on your Uplifter account for the missed camp. *Only credits are available for canceled programs*
- In the event that Aerials Gymnastics deems that an athlete must be removed from due to inappropriate/disruptive behaviour, no refund will be issued. Please see our Behaviour Policy for details.

Aerials Gymnastics

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