



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 class due to enrollment or scheduling issues, we will transfer you to the next available class of your choice, where registration space permits. If we can not find a comparable and convenient alternative option, 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 \$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 fund-raising balance, any credits on the account will be applied to recover the outstanding balance.
- If you/your child are not completely satisfied after the first class has passed (attended or not), and prior to the second class taking place, the registered family is eligible to withdraw from the program and receive a refund according to how many classes that have passed (less a \$20 administration fee). We strive to create an exceptional experience and we hope to exceed your expectations.
- 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.
- Class change/transfers are based on availability and must be approved by Aerials Management.
- Please keep your child(ren) home if sick. Because of coach: athlete ratios and for safety reasons, we do not offer make-up sick day classes. A spot in a class is reserved for the registered participant for the entirety of the session. If illness affects your child's ability to participate in class, 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. A make-up class will be offered where possible. In the event that we are not able to offer a make-up class, we will provide a non-refundable credit on your Uplifter account for the missed classes. ***Only credits are available for canceled programs***
- In the event that Aerials Gymnastics deems that an athlete must be removed from classes for the remainder of a session due to inappropriate/disruptive behaviour, no refund will be issued. Please see our Behaviour Policy for details.

Aerials Gymnastics

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