



### **Active Kids Refund Policies**

#### **Class Withdrawals and Transfers:**

Withdrawals prior to the start of a class; once a class has been registered for, a \$25 administrative fee will be charged regardless of the amount of time between registration and withdrawal. The balance may be refunded or credited to the account.

Withdrawals after the first class; a \$25 administration fee will be charged and a prorated refund will be given or issued to the account. The withdrawal request must be received by email, voicemail, in person, or over the phone within 24 hours of the ending of the first class. In the case of a Friday / Saturday / Sunday class, because the office is closed weekends, the request must be made by 4pm the following Monday, or Tuesday if the Monday is a statutory holiday.

Withdrawals beyond the first class taking place; a prorated refund will only be given for medical reasons. Please see full medical refund details below.

Transferring between classes is permitted within the first 2 classes of a program; a \$25 admin fee will be charged. The transfer request must be received within 24 hours of the ending of the second class. In the case of a Friday/Saturday/Sunday class, because the office is closed weekends, the request must be made by 4pm the following Monday, or Tuesday if the Monday is a statutory holiday. Transfers requested after this period will not be permitted and are considered within the “beyond the first class” policy. Once a prorated withdrawal is done, the balance may be used to transfer into the new class.

#### **Camp Withdrawals and Transfers**

Withdrawals prior to the start of a camp; once a camp has been registered for, a \$25 administrative fee will be charged regardless of the amount of time between registration and withdrawal. The balance will be refunded or credited to the account. The withdrawal request must be received by email, voicemail, in person, or over the phone by 12pm on the Friday before the camp starts, or Thursday if the Friday is a statutory holiday. Any requests after this point will be considered within the “once a camp has started” policy.

Withdrawals once a camp has started; prorated refunds are only available for medical reasons. Please see full medical refund details below.

Transferring between camps offered on different weeks; a \$25 administrative fee will be charged. Pending space, if the transfer is requested by 12pm on the Friday before the camp starts there is no additional fee. Transfers requested after this point are considered a withdrawal, in this case no refund is available.

Transferring between camps offered during the same week; a \$25 administrative fee will be charged. Pending space, if the transfer is requested before the end of the second day of camp, it may be accommodated. Transfers requested after this point are considered a withdrawal, in this case no refund is available. Once a prorated withdrawal is done, the balance may be used to transfer into the new camp.



### **Pro D Day Camps and Special Events**

Once registered, any withdrawal request received within 3 business days of the start date of the event is not eligible for a refund. Withdrawal requests received 4 or more business days in advance of the event may receive a full refund minus a \$25 administrative fee.

### **Birthday Party and Group Bookings/Rentals:**

Option 1: If the main registration office or Active Kids admin staff receives a request to cancel a booked birthday party or group booking / rental 11 or more business days before the scheduled event date, then we will provide a full refund or equivalent credit, minus a \$25 administrative fee.

Option 2: If the main registration office or Active Kids admin staff receives a request to cancel a booked birthday party or group booking / rental 6 – 10 business days before the scheduled event date, then we will provide a 50% refund or equivalent credit.

Option 3: Cancellations made 0 – 5 business days before the scheduled event date will not receive a refund or credit of any kind unless it is for medical reasons. In this case, a medical note must be provided.

### **Private Lessons**

Option 1: If the main registration office or Active Kids admin staff receives a request to cancel or reschedule a booked private lesson 2 or more business days before the lesson is to take place, then we will provide a full refund or reschedule, minus a \$25 administrative fee.

Option 2: If the main registration office or Active Kids admin staff receives a request to cancel or reschedule a booked private lesson 0 - 1 business days before the lesson is to take place, then the lesson is considered complete and no refund is available.

After a lesson: The lesson is completed and no refund is available.

### **Drop-ins**

Both individual drop-in and the purchase of drop-in passes are non-refundable.

### **Medical Refunds**

Prorated refunds are available if you must withdraw your child from a class or camp due to medical reasons. A doctor's verification letter must be provided. Refunds for medical reasons will be effective the date that we receive notification, and will be processed once we receive the doctor's verification.