



**Kanata
GymnoSphere™**

CLASSES CANCELLATION POLICY

A written request for all cancellations must be made to our email address:

info@kanatagymnastics.ca or admin@kanatagymnastics.ca

REFUNDS:

Refunds are not available under any circumstances.

CANCELLATIONS:

Cancellations by the Customer:

1. Medical Reasons:

Cancellations and transfers for any medical reasons must be supported by a medical note in order to be considered for credit minus \$35 administration fee. The credit is active from the moment the Club has received the medical note at our email info@kanatagymnastics.ca

2. Changed your mind?

A **credit** less the \$35 administration fee will be added on your account for cancellations prior to the first three classes attended. Past the first three classes, a credit **minus 50% penalty** fee will be available.

3. Class Transfers Requests

All class transfers and class cancellations will be subject to an administrative fee of \$35.00

Kanata GymnoSphere Cancellations:

- **Authorities mandated closures:**

If our club is mandated to close, **no refunds** will be available and our admin staff will work hard to place credits on everyone's account. In these events a **\$35 administration fee** will be retained, as it is understood this is not under our business's control and it is a shared loss between the business and the customers.

- **Classes with less than 4 athletes**

Classes with less than 4 children will run for the first two weeks of the session **if we deem it possible to do so**. Should a class not reach a minimum of 4 athletes, the club reserves the right to combine classes, as needed, in order to achieve the minimum of at **least 4 athletes required to run a class**. In the eventuality of having to combine or transfer into a different class in one of our programs, at the request of the club, there will be no administration fee charged. If we determine it feasible to run a class with less than 4 children, the class will be treated as a semi-private and reduced to one hour. Should no other classes times work for the athlete, we will place a **full credit equivalent to the cancelled class** on their account. **We do not offer refunds.**

- **Severe weather conditions**

In case of severe weather conditions (thunderstorms or tornado warnings, severe snow storms, icy conditions) classes may be cancelled. Make up classes may be requested within the same session, and are subject to availability. **No refunds/credit will be given.** Closures due to extreme weather will be posted on our website at www.kanatagymnastics.ca.

INSURANCE/MEMBERSHIP FEE:

Our annual fee is \$50.00 and includes the Gymnastics Ontario registration fee and administration fee for individual athlete insurance for the season (July 1 – June 30 of each year). This fee is charged at the time of registration and is valid for all registrations for the full season. This fee is **non-refundable. This fee is required for participation in more than 3 of any activities in the gym (drop ins, PD days, Camp Days, Classes, but no parties).** This fee **cannot** be credited or refunded.



BIRTHDAY PARTY CANCELLATION POLICY

A written request for all cancellations must be made to our email address:
info@kanatagymnastics.ca or admin@kanatagymnastics.ca

REFUNDS:

Refunds are not available under any circumstances.

CANCELLATIONS:

Cancellations by the Customer:

4. Medical Reasons:

Cancellations for any medical reasons must be supported by a medical note in order to be considered for credit minus \$35 administration fee. The credit is active from the moment the Club has received the medical note at our email info@kanatagymnastics.ca.

5. Changed your mind?

We understand circumstances happen. If you wish to cancel the party, the following applies:

- A credit minus the \$35 administration fee will be added on your account for cancellations **more than two weeks** before the party start date.
- A credit of 50% of the party value minus \$35 administration fee will be placed on your account for cancellations **less than two weeks** before the party start date.

6. Party Rescheduling Requests

- An administration penalty fee of \$35 will be charged for rescheduling **more than two weeks** before the party start date.
- A penalty fee of 50% of the party value plus \$35 administration fee will be charged for rescheduling **less than two weeks** before the party start date.

Kanata GymnoSphere Cancellations:

- **Authorities mandated closures:**

If our club is mandated to close, **no refunds** will be available and our admin staff will work hard to place credits on everyone's account. In these events a **\$35 administration fee** will be retained, as it is understood this is not under our business's control and it is a shared loss between the business and the customers.

- **Severe weather conditions**

In case of severe weather conditions (thunderstorms or tornado warnings, severe snow storms, icy conditions) parties may be cancelled. An alternative rescheduling date will be provided, subject to availability. **No refunds/credit will be given.** Closures due to extreme weather will be posted on our website at www.kanatagymnastics.ca.



PRIVATE CLASSES CANCELLATION POLICY

A written request for all cancellations must be made to our email address:
info@kanatagymnastics.ca or admin@kanatagymnastics.ca

REFUNDS:

Refunds are not available under any circumstances.

CANCELLATIONS:

Cancellations by the Customer:

1. Medical Reasons:

Cancellations for any medical reasons must be supported by a medical note in order to be considered for credit minus \$35 administration fee. The credit is active from the moment the Club has received the medical note at our email info@kanatagymnastics.ca.

2. Changed your mind?

We understand circumstances happen. If you wish to cancel the private class, the following applies:

- A credit minus the \$35 administration fee will be added on your account for cancellations **more than 3 days (72 hours)** before the private class start date.
- No credit will be added on your account for cancellations **less than 3 days (72 hours)** before the private class start date.

3. Private Rescheduling Requests

- Rescheduling will be subject to a \$10 administration fee for **requests more than 3 days (72 hours)** before the private class start date.
- Rescheduling is **not possible less than 3 days (72 hours)** before the private class start date.

Kanata GymnoSphere Cancellations:

• **Authorities mandated closures:**

If our club is mandated to close, **no refunds** will be available and our admin staff will work hard to place credits on everyone's account. In these events a **\$35 administration fee** will be retained, as it is understood this is not under our business's control and it is a shared loss between the business and the customers.

• **Severe weather conditions**

In case of severe weather conditions (thunderstorms or tornado warnings, severe snow storms, icy conditions) classes may be cancelled. An alternative rescheduling date will be provided, subject to availability. **No refunds/credit will be given.** Closures due to extreme weather will be posted on our website at www.kanatagymnastics.ca



CAMP CANCELLATION POLICY

A written request for all cancellations must be made to our email address:

REFUNDS: info@kanatagymnastics.ca or admin@kanatagymnastics.ca

Refunds are not available under any circumstances.

CANCELLATIONS:

Cancellations by the Customer:

4. Medical Reasons:

Cancellations for any medical reasons must be supported by a medical note in order to be considered for credit minus \$35 administration fee. The credit is active from the moment the Club has received the medical note at our email info@kanatagymnastics.ca.

5. Changed your mind?

We understand circumstances happen. If you wish to cancel the camp day, the following applies:

- A credit minus the \$35 administration fee will be added on your account for cancellations **more than two weeks** before each individual camp day.
- A credit of 50% of the camp day(s) value minus \$35 administration fee will be placed on your account for cancellations **less than two weeks and more than three days (72 hours)** before each individual camp day.
- No credit will be added on your account for cancellations **less than 3 days (72 hours)** before each individual camp day.

6. Camp Rescheduling Requests

- An administration penalty fee of \$35 will be charged for rescheduling **more than 3 days (72 hours)** before each individual camp day.
- Rescheduling is **not possible less than 3 days (72 hours)** before each individual camp day.

Kanata GymnoSphere Cancellations:

- **Authorities mandated closures:**

If our club is mandated to close, **no refunds** will be available and our admin staff will work hard to place credits on everyone's account. In these events a **\$35 administration fee** will be retained, as it is understood this is not under our business's control and it is a shared loss between the business and the customers.

- **Severe weather conditions**

In case of severe weather conditions (thunderstorms or tornado warnings, severe snow storms, icy conditions) classes may be cancelled. An alternative rescheduling date will be provided, subject to availability. **No refunds/credit will be given.** Closures due to extreme weather will be posted on our website at www.kanatagymnastics.ca

- **Failure to abide by camp rules or/and the Anti Violence and Respectful Behaviour Policy**

Kanata GymnoSphere reserves the right to remove a camper from present and/or future camp registrations without providing a refund if we determine it necessary.

