

## **REFUND / CANCELLATION POLICY**

In effect for the 2020 - 2021 season

In order to protect your financial commitment to Pure Impact Cheerleading, we will be implementing the following refund / cancellation policies for the 2020 - 2021 season.

All gym wide cancellations due to any COVID-19 related situations (mandated government closure, gym exposure) will be dealt with in the following steps:

1. Missed time due to a closure will be made up through additional scheduled time when reopened and/or virtual training opportunities to keep athletes engaged in their program during the closure.
2. Prorated credits will be given, when possible, if the situation outlined above is not possible.
3. If a REFUND is available, families will be made aware via email. Please send us an email back to request for a refund.

For any other questions regarding COVID-19 related cancellation / refunds please send us an email [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com).

### **Recreational Cheerleading: Refund Policy for athletes choosing to leave the program**

14 days prior to the start date of the program, you will be able to request for a full refund, After the 14 days, a credit can be issued.

- 4 classes after 1st payment, receive 75% money back
- 8 classes after 1st payment, receive 50% money back
- 9 classes after 1st payment, no refunds will be issued

*1st payment starts on the first day of classes, it is not the payment due date listed on your invoice.*

## **All-Star Teams: Refund Policy for athletes choosing to leave the program**

### **If paying the full amount up front:**

- 10 Days after 1st payment - 100% refund
- 90 Days after 1st payment (3 months) - 75% of fees not already prepaid by the gym on your athlete's behalf will be refunded
- 180 Days after 1st payment (6 months) - 65% of fees not already prepaid by the gym on your athlete's behalf will be refunded
- 181+ Days after 1st payment (6 months +) - No refunds will be issued

### **If paying monthly:**

- There will be a \$200 cancellation fee and a 14 day notice must be emailed to [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com).

All refund requests (not related to COVID-19) will need to be emailed to [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com) with 14 days notice.

## **All-Star Teams: Alternate Payment Arrangements**

Alternate payment arrangements for team and competition fees can be requested via email to [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com). Below are some examples of payment arrangements that can be made:

1. We charge everything on the 1st day of the month but if there is a different day of the month that you would like the payments to come out on, we are happy to accommodate.
2. Split monthly payments (pay for your monthly fees with two separate bank accounts or have two different family members paying)

We are happy to accommodate our Pure Impact Cheerleading families and are working hard to ensure cheerleading can be accessible to everyone. If you need assistance or have any questions or concerns about payments please reach out [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com).

## **All-Star Teams: Late Fees**

All monthly fees that go unpaid past the 10th of the month will incur a \$20 + HST late penalty. Athletes with outstanding account balances will not be able to participate and be required to sit out at practice. This may impact their participation in upcoming competitions.

## Cheerleading Camps

### **Full Week Day Camp**

14 + days prior to the start of camp you will be able to request a full refund by emailing [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com). Less than 14 days prior to the start of camp, you will be able to request for a credit of the full amount. Any cancellation requests made DURING the week of camp will be credited on a prorated basis.

### **Drop In Day Camp**

14 + days prior to the start of camp you will be able to request a full refund via email. Less than 14 days prior to the start of camp a full credit will be offered and requested via email.

## Birthday Party

Cancellations for any Birthday Party must be made 14 days prior to the day of the birthday party for a full refund. After the 14 days a 50% refund will be available upon request via email [pureimpactcheerleading@gmail.com](mailto:pureimpactcheerleading@gmail.com) or a full credit of the birthday party amount.

## Gym Closures / Cancellations (Including Snow Days)

In the event of a gym closure due to weather or other extenuating circumstances (other than COVID-19 related instances which you will refer to the above policy), all team practices and recreational programs will not be refunded or credited. The missed practice(s) may be rescheduled at the gym / coach's discretion.