

Under Appointments policy:

Private Classes:

Private Classes cancelled with LESS THAN 24 hours notice = NO REFUNDS

Private Classes cancelled OR rescheduled with AT LEAST 25 hours notice = free of charge

ATHLETES MUST BE ENROLLED IN THE FOLLOWING TO TAKE A PRIVATE CLASS:
RECREATIONAL TUMBLING/CHEERLEADING, CHEERLEADING OR T4C.

Athlete Assessments:

All athlete assessments are NON-REFUNDABLE, however can be rebooked at any time at no cost.

Under Rules, Terms and Conditions Policy Anniversary (Insurance):

Insurance fees are now included within ALL Cheerleading, Recreational tumbling and Private class fees.

Makeup Policy:

Because of our strict student to teacher ratio, missed classes will NOT result in make-up classes, prorated tuition or refunds. No refunds for classes missed including scheduled holidays.

Arrival and Pickup:

Be sure your student arrives 5 minutes before (no earlier please) his/her scheduled class time. Please pick up your student on time. Please inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you should escort them from the building to your car. During peak times the parking lot is crowded. Please take into consideration that our students may include young children. Please drive slowly and carefully. Do not take a chance on your student running to and from your car.

On the occasion your student is late to their class: We allow a 20 minute grace period, **if your student is any later than 20 minutes to their class they will be unable to participate due to safety protocol.**

Drop Policy/Transfer:

A formal email must be sent to absolute.cgt@gmail.com to cancel membership/future payments with the club.

Please see the cancellation policy to proceed with your drop of classes.

Please note: communicate all absences via the absence request option in your customer portal.

Cheerleaders must communicate ALL absences for the season to their coaches immediately!

Transferring from one program to another (ie: tumbling to cheer) will be subject to a \$25+tax admin fee.

Refunds may take 2-3 weeks to be processed. After the refund is completed, please allow 2-7 business days for the balance to return to your card on file.

Recreational Tumbling/Trampoline:

Minimum number of 5 athletes required for each class. Classes may be cancelled if minimum numbers are not met.

****A \$25+tax admin fee will be charged for families who want to switch registrations within the same program.** Fee will be waived for athletes that the club deems graduated (so if you register for a class now, and we ask you to move up, we will waive the admin fee!)

**** Refund and/or Covid-19 policy as follows:**

The following policy will be used when a client cancels their purchase:

- 75% of refund minus a \$25+tax fee until 30 day(s) before the beginning of the activity
- 50% of credit minus a \$50+tax fee until 5 day(s) before the beginning of the activity
- 50% of prorated credit minus a \$50+tax fee until 29 day(s) after the beginning of the activity
- NO REFUNDS after 30 days from the beginning of the activity

Credits are non-transferrable

Refunds after the start of an activity due to an unforeseen COVID-19 closure will be determined at the end of the session based on the number of missed classes.

***As of January 2024 the policy is as follows:**

Monthly subscriptions are withdrawn on the 1st of the month until the account is no longer active. You can cancel your account at any time, however notification of cancellation must be received by phone or e-mail no later than the 25th of the month for the following month. Any cancellations received after the 25th of the month (ie: billing for Oct 1st, received Sept 28th) will be applied to the following month's billing (ie: Nov 1st in this example). Any charges are NON-REFUNDABLE once processed.

Cheerleading Trial Enrolment:

- Before class start date 100% refund minus a \$10.00+tax administrative fee.
- After class start date 100% of a prorated refund minus a \$10.00+tax administrative fee.

Recreational Cheerleading:

Monthly subscriptions are withdrawn on the 1st of the month until the account is no longer active. **You can cancel your account at any time, however notification of cancellation must be received by phone or e-mail no later than the 25th of the month for the following month.** Any cancellations received after the 25th of the month (ie: billing for Oct 1st, received Sept 28th) will be applied to the following month's billing (ie: Nov 1st in this example). **Any charges are NON-REFUNDABLE once processed.**

Cheerleading:

Absolute Gym maintains a strict cancellation policy for all fees associated with both our Cheer and Tumbling Programs. Please note: **Enrolment and All-Star Fees are non-refundable***. Credits may be awarded on a case- by-case scenario and should be discussed with the Cheer Director

*Enrolment: Monthly tuition, Allocated fees: this includes, but is not limited to monthly training fees (these will not be prorated after the first of the month), insurance, training gear, bows/scrunchies, choreography, and music fees.

*All-Star Fees: Competition fees (installment or paid in full) are NON-REFUNDABLE.

Cancellation Policies are as follows:

Withdrawal requests must be sent at least 10 days' prior to any scheduled payments (for the following month) to allow for adjustments. All withdrawal requests must be made via email to the administrator: absolute.cgt@gmail.com

Example: Payment came out on Sep 1, cancellation on Sep 6, cancellation (%) is applicable to October 1st
Within 1-10 Days of first Payment - 100% Refund (monthly tuition and competition fees)

11-90 days after first payment (3 months) - 75% of tuition fees not already allocated by the gym on the athlete's behalf will be refunded

91-180 days after first payment (up to 6 months) - 65% of fees not already allocated by the gym on the athlete's behalf will be refunded

181+ days after first payment (after 6 months) - No Refunds will be issued

PUNCH PASSES:

All punch passes are FINAL SALE. No refunds will be issued, however the member can sell (personal sale) or give the remaining passes to another customer. Both parties must confirm before the passes are transferred.

T4C/Specialty/Open Gym Class punch pass (NEW POLICY):

Timeline	Reapplied?
More than 24+hours notice	Pass reapplied
Less than 24 hours notice	Pass NOT reapplied

Emergency absences will be considered on an individual case by case basis

Birthday Parties:

- 0-7 days notice of cancellation = No refunds
- 8-13 days notice of cancellation = 50% refund (this includes the admin fee)
- 14 days + notice of cancellation = 100% refund minus a \$25 admin fee

Camps:

- 100% refund up to 2 weeks (14 days+) in advance of camp start date minus \$25.00+tax administrative fee
- 50% refund within 2 weeks (14 days) up to 1 week (7 days) in advance of camp start date minus \$25.00+tax administrative fee
- No refunds within a week of camp start date or after camp start date unless withdrawing for medical reasons and a medical note signed by a health practitioner has been signed.

Late Fee Policy:

All monthly fees that go unpaid past the 4th of the month will incur a late penalty of \$30+tax. By the 5th of the month; athletes with outstanding account balances will not be able to participate and will be required to sit out. This will impact their participation in upcoming competitions/tumbling classes

Snow Days/Sudden Gym Closures:

Any gym wide cancellations due to inclement weather or extenuating circumstances:
-Will be subject to credit or make up token on a case by case basis.

Individual Performance Program (IPP):

30 days notice of cancellation required (ie: one month's notice from next billing date).
Choreography, music and competition fees are NON-REFUNDABLE.

Academy (Long Term Development Program):

30 days notice of cancellation required (ie: one month's notice from next billing date).

Pro-Shop Refund Policy:

All clothing sales are FINAL, however can be swapped out for a different size. Athletes are encouraged to try on the clothing prior to taking it home as items cannot be exchanged once taken home and worn.