



## CHEER STRONG POLICIES

### REFUNDS

All fees paid and incurred are non refundable. Where applicable credit on accounts will be issued if approved by a Gym Owner. Gym Owners & Directors may make exceptions for any/all of the policies based on an individual case basis.

### BOOSTER FUNDS

All funds raised through a booster (fundraising) event will be applied to the athlete account as a credit. Funds can be used towards training fees, classes, camps, workshops or merchandise. Funds must be used in the season in which it is raised. If the account has a past due balance, booster funds will automatically be applied to any/all past due balances.

### ELITE PROGRAM WITHDRAWAL

Any athlete withdrawing/leaving the competitive program must provide written notice and is subject to an Early Withdrawal fee of \$200 + HST. If an athlete chooses to leave the program or if asked to leave Cheer Strong Inc. for any reason before the season is over any and all fees, including but not limited to training fees, registration, merchandise, uniform, travel, competition, and camps; incurred must be paid. If the athlete is withdrawing due to injury a doctor's note must be provided.

### PREP PROGRAM WITHDRAWAL

Any athlete withdrawing/leaving the competitive program must provide written notice and is subject to an Early Withdrawal fee of \$200 + HST. If an athlete chooses to leave the program or if asked to leave Cheer Strong Inc. for any reason before the season is over any and all fees, including but not limited to training fees, registration, merchandise, uniform, travel, competition, and camps; incurred must be paid. If the athlete is withdrawing due to injury a doctor's note must be provided.

### TUMBLING OR CLASS PROGRAM WITHDRAWAL

30 days written notice must be provided to withdraw from a tumbling class or class program. Final pre authorized payment will be made on the 25th of the month notice is given.

### TUMBLING & CLASS NO SHOW OR LATE CANCELLATION

A minimum of 24 hours notice is required to cancel a class or tumbling class, private or semi private. Notice can be given via email or phone. A No Show fee will be charged for No Shows or not Cancelling on time.

The Fee for No Shows or Late Cancellation is \$25 + HST

The fee paid for the class will not be refunded, and the class will not be given a make up class.

### MAKE UP CLASSES

ELITE or PREP PRACTICES: No make up classes/practices are provided for practices that fall on holidays and/or competition weekends. No make up class will be given to athletes who miss practices for any reason.

TUMBLING GROUP CLASSES: No make up classes are provided for group classes.

TUMBLING SEMI PRIVATE & PRIVATE CLASSES: Make up classes will only be scheduled if a minimum of 24 hours notice is given. Make up classes will be scheduled based on availability.

CLASS PROGRAM: No make up classes will be given for missed classes or unused weeks/classes. Gym Owners & Directors have the discretion as to how many make up classes will be given.

### INCLEMENT WEATHER OR UNSCHEDULED GYM CLOSURES

Any classes or team practices cancelled due to inclement weather or unscheduled closure (not including holidays) will be scheduled by a Gym Owner or Gym Director. Make up classes will be given if an athlete cannot make the scheduled make up time.

### PANDEMIC CLOSURES

If we are forced to close by the government due to a pandemic or any other reason, training will be moved to a virtual schedule. Fees will be determined based on the timing of the closure during the month, and how much in person training has been completed in the month leading up to the closure.

Elite & Prep Program athletes will be expected to continue training virtually with their team and/or classes as directed by coaches/gym directors. Athletes who wish to not train virtually or are not able to train virtually will be required to pay a fee to continue to hold their spot on the team.

Class Program athletes will have the option to put their account on hold and resume on reopening or to have a credit on the account for any unused classes.