

KANATA GYMNOSPHERE REGISTRATION/CANCELLATION/REFUND POLICIES (RECREATIONAL, KINDERGYM AND SPECIALTY RECREATIONAL CLASSES)

COVID-19 CANCELLATIONS:

The COVID-19 pandemic has led to changes in the operations of Kanata GymnoSphere and has had an impact on the ability for the Club to continue with the standard cancellation and refund policy. To reduce the impact of an outbreak of COVID-19 on our service delivery, we have proactively restructured the way our classes are delivered. Not only have we reduced class sizes, but we have also structured our class programming into 4-week blocks. By doing this, we are able to reduce the likelihood that cancellations of classes will have negative financial impact for families and for the Club.

Credits will be available in the following circumstances:

- If we are instructed by applicable authorities to close (lockdown, red zone, etc)
- If your child, or a member of your family is diagnosed with COVID-19, a credit is available upon request, for the remaining classes in that session. Proof of the diagnosis is required, e.g., screenshot of the COVID test result or notification from Public Health.
- If there is a confirmed case of COVID-19 in the gym, and it is assessed as a potential cross contamination risk for you child, you will be immediately notified and instructions from public health will be implemented as applicable. In a situation of a mandated 14-day self-isolation period, a credit will be placed on your account.
- In any circumstance where the gym is mandated to close, or a class is cancelled at the clubs decision a credit will be placed on your account.

CANCELLATIONS:

- Cancellations for any other medical reasons, must be supported by a medical note in order to be considered for credit.
- Change your mind? A credit less the administration fee will be added to your account

Please note that all class transfers and/ or credits will be subject to an administrative fee of \$35.00.

Class schedules are subject to change or have cancellations. Recreational classes run pending enrollment and coaching availability. The club reserves the right to combine classes, as needed, in order to achieve the minimum number of athletes required to run a class. Notice will be provided in the event of cancellations for make- up classes. Please note that classes will be cancelled without refund for unforeseen, extreme weather conditions. Notifications will be available on our website at www.kanatagymnastics.ca.

CREDITS: Credits do not expire! Did you know you can sell your credit? Ask us how! Credits can be used for classes, online classes, apparel, merchandise, etc.

INSURANCE/MEMBERSHIP FEE: Our annual fee is \$40.00 and includes the Gymnastics Ontario registration fee for individual athlete insurance for the season (July – June) and administration fee. This fee is charged at the time of registration and is valid for all registrations for the full season. **This fee is non-refundable.**

REFUNDS: Refunds will no longer be available under any circumstances. The full value of your cancelled class or session will be applied to your account as a credit for future use. All cancellations prior to the commencement of the session, are non-refundable, and are eligible for a credit of full amount less the \$35 administration fee and \$40 *Insurance/Membership* fee noted above. All transfers, at any time, are subject to a \$35 administration fee. While refunds are not available as noted above, class changes may be accommodated subject to space availability, as we strive to meet your needs.

LATE REGISTRATION: Late registrations are accepted following the session start date, subject to space availability. Fees will be pro-rated.

PAYMENT METHODS: Cash, debit, Visa, and MasterCard (both on-line, and in person) are accepted. Registration is confirmed only upon completion of payment.

MINIMUM PARTICIPANTS: Please note that if there is not a minimum of 3 athletes registered for a class, the class may be combined with another.