



Cancellation Policy

Due to the events of recent years, Zone Athletics has moved to a strict No Refund Policy. Those classes and clinics that may be subject to reimbursement will be offered as a credit only on a person's account. Zone Athletics reserves the right to change, add, suspend, cancel, remove, or otherwise modify this policy at any time without prior notice.

(NOTE: Offering credit is up to the sole discretion of Zone Athletics and its employees. Please see below for a partial list of what may qualify for a credit.)

Group, Recreational, and Specialty Classes

No credit will be given for any missed classes and the spot may not be sold to another athlete. These classes are restricted specifically to the athlete that was enrolled. Under the circumstances of a full withdrawal from the class, notice of withdrawal must be received before the 5th of the month in which an athlete wishes to quit. (For example, notice of withdrawal received July 1st will result in an end date of July 31st. Notice received July 7th will result in an end date of August 31st.)

Semi Private/Private Tumbling Lessons and Clinics

Tumbling lessons and clinics are scheduled with a specific tumbling coach. However, there may be times where the original coach is unavailable. In that instance, Zone Athletics reserves the right to substitute another qualified coach for that lesson or clinic and no credit or rescheduling of the lesson or clinic will occur.

Any lessons or clinics that are cancelled late* or missed by the athlete will result in a loss of full payment and no credit will be awarded for that lesson or clinic. Any late arrival will shorten the class time and will not be made up by running into the next lesson's scheduled time slot. We recommend and encourage you to try and sell the timeslot to another athlete, if you are able to. Any and all interactions to do with fees and times are your responsibility to communicate to the family who approaches you regarding the lesson/clinic. The initial lesson/clinic fee is the responsibility of the original family and Zone Athletics is not responsible for any miscommunications of lesson times or exchanging of funds.

* All cancellations must be received in writing no less than seven (7) days before the lesson or clinic. Emergency absences will be considered on an individual basis by Zone Athletics, with no guarantee of credit or rescheduling of lesson or clinic.

Guest Instructors

NO CREDITS WILL BE APPLIED FOR ANY LESSON OR CLINIC BOOKED WITH A GUEST INSTRUCTOR.

Gym Closures and Snow Days

In the event of a gym closure due to weather or other extenuating circumstances, all regular team practices and recreational programs will not be credited. The missed practice or class *may* be rescheduled at the coach's discretion. ALL semi-private/private lessons will be rescheduled for the missed lesson. This reschedule must be used during the current season and will not carry through to future seasons. Rescheduling group clinics will be up to the discretion of Zone Athletics. In the event that the group clinic is not rescheduled, a credit will be placed on account.

Injury Policy

If an injury occurs within the gym and the athlete has a private lesson within seven (7) days, as long as Zone Athletics is contacted via email within 24 hours of the injury, a credit will be placed on account for that ONE (1) lesson. However, if the injury exceeds the seven day window, it is the family's responsibility to notify Zone Athletics and adjust their schedules, as needed. This is strictly for injuries that happen within the gym. If an athlete is injured outside of the gym, it is up to the family to sell any class that is within the seven day policy and no credit will be given.

Camps

Full Summer & Full Month Camps - As these camps are already discounted and staff is booked based on registration, full summer and full month camps do not qualify for refund or credit.

Full Week Camp credit policy – requires two (2) weeks written notice prior to start date to info@pegasuscheer.com and will incur a \$50.00 administration fee.

Drop In/PA Day Camp credit policy - requires (2) weeks written notice prior to start date to info@pegasuscheer.com and will incur a \$10.00 administration fee per day.

Outside Funding Agencies

Athletes receiving funding from outside sources may or may not receive refunds in the form of a credit on account. Circumstances will be reviewed on a case-by-case basis by Zone Athletics staff. Should the decision result in a refund, said refund will be sent directly back to the outside funding resource and not to the athlete/athlete's parent or guardian.

Athletes participating in recreational classes and receive funding from outside sources may register for class in one of two ways:

1. Register for the class and get started right away. When funding arrives from the outside source, it is placed as a credit on the athlete's account and is used towards *future monthly payments*. (At that time, we are not able to estimate the length of a participation period that would be included, as we will have not yet received the full funding information.)
2. Wait for the funding to arrive and start classes at that time.

In the case of Option #1, no refund or credit will be given to the family once funding arrives. Said funding will only be applied to future monthly payments. NO exceptions will be given.

Conclusion

This list is not exhaustive and may not include all circumstances. Should that be the case, Zone Athletics staff will review on an individual basis. All decisions made by staff are final. Zone Athletics reserves the right to change, add, suspend, cancel, remove, or otherwise modify this policy at any time without prior notice.