

Guelph Saultos Gymnastics Refund Policy

This policy is intended to give families a fair and reasonable level of customer service while protecting the financial interests of Guelph Saultos Gymnastics

Definitions

1. The following terms have these meanings in this Policy:
 - a) “*Nonactive*” – purchased but not yet used.
 - b) “*Active*” – purchased and attended at least one time or past the “actual date” of the program.
 - c) “*Actual Date*” – the date in which a Gymnastics Class, Camp, PA Day or Drop-In Play Zone takes place.
 - d) “*Individual*” – Any person registered in a Gymnastics Class, Camp, PA Day or Drop-In Play Zone.
 - e) “*Commercial Activity*” – any particular transaction, act or conduct that is of a commercial character.

Purpose

2. The purpose of this Policy is to provide instructions, procedures and consistency for handling refunds.

Application of this Policy

3. This policy applies to all individuals involved in commercial activity with the club.

Accountability

4. The Chief Operating Officer is responsible for the implementation of this policy, and ensuring that all staff receives appropriate training regarding their responsibilities in conjunction with this policy. The Chief Operating Officer may be contacted at the following address:

Guelph Saultos Gymnastics
377 College Avenue West,
Guelph, ON
Tel: (519) 837-3335
Email: charles@guelphsaultos.ca

Refund of Memberships

5. All “nonactive” Memberships will be honored with a 100% refund made in full.
6. “Active” Memberships are non-refundable:
 - a) Once a Gymnastics Class, Camp, PA Day or Drop-In Play Zone for which the membership in question has been attended at least once, the membership will be considered “active” and non-refundable.

Refund of a Gymnastics Class, Camp, PA Day or Drop-In Play Zone

7. A “nonactive” Gymnastics Class, Camp, PA Day or Drop-In Play Zone will be honored with a 100% refund made in full.
 - b) Requests for a refund of any Gymnastics Class, Camp, PA Day or Drop-In Play Zone made before the “actual date” of the Gymnastics Class, Camp, PA Day or Drop-In Play Zone in question, will be honored with a 100% refund made in full.
8. An “active” Gymnastics Class, Camp, PA Day or Drop-In Play Zone is non-refundable:
 - c) Once an actual Gymnastics Class, Camp, PA Day or Drop-In Play Zone has been attended it is considered active and non-refundable.
 - d) Requests for a refund of any Gymnastics Class, Camp, PA Day or Drop-In Play Zone made after the “actual date” of the Gymnastics Class, Camp, PA Day or Drop-In Play Zone regardless of attendance are not entitled to a refund.