

Fall 2020 cancellation, credit/refund, policies

Once you are registered, we hope that nothing interferes with your child coming to Aerials Gymnastics. However, please be aware of the following policies:

- Aerials Gymnastics reserves the right to cancel any programs with insufficient registration. If Aerials cancels your class due to enrollment or scheduling issues, we will transfer you to the next available class of your choice. If we can not find a comparable and convenient alternative option, you will receive a full refund with no additional administrative fees.
- Cancellation of a registration prior to classes commencing will receive a full refund (less a \$10 administration fee per cancellation) or a full non-refundable credit can be applied to your account for future use (with no additional administrative fees). Please note that AGF Insurance Memberships are non-refundable.
- If you/your child are not completely satisfied after the second class has passed (attended or not), and prior to the third class taking place the registered family is eligible to withdraw from the program and receive a refund according to how many classes that have passed. We strive to create an exceptional experience and we hope that we can exceed your expectations. Please note that AGF Insurance Memberships are non-refundable.
- a NO REFUND policy on all of our Amilia fees.
- Medical cancellations will receive a pro-rated refund (less a \$10 administration fee per cancellation) or a pro-rated non-refundable credit can be applied to your account for future use (with no additional administrative fees). a medical certificate or doctor's note must be provided. Please note that AGF Insurance Memberships are non-refundable.
- Class change/transfers are based on availability and must be approved by Aerials Management. Please contact us for more information. Please also see the Class Change/Transfers section below.
- If a child can not adhere to staff instruction and AHS health and safety requirements, they will be removed from the program and a pro-rated refund will be provided for the remainder of the session. AGF Insurance Memberships are non-refundable.
- **Please stay home if you are sick.** If a participant is showing any symptoms listed on the [Health and Wellness Screening Checklist](#), they will not be permitted entry to our facility. **As a temporary measure for our Fall 2020 session**, we will provide a non-refundable credit to your account for one (1) missed class due to illness during the session. To receive a credit, we must receive written or verbal notice of an absence prior to the class start time. Because of coach: athlete ratios and for safety reasons, we do not offer make up classes. A spot in a class is reserved for the registered participant for the entirety of the session. We feel this temporary illness policy finds a fair balance between giving our customers confidence in their commitment to our facility, while also maintaining the integrity of our business operations.
- In the event that Aerials Gymnastics must cancel a program offered at our facility due to unforeseen circumstances that are beyond our control (including coach illness, extreme weather, power outage, gas leak, global pandemic, etc.) we will provide a non-refundable credit on your Amilia account for any missed classes. ***Only Credits are available***
- Once a credit is issued to an account, the credit amount is non-refundable. Account credits can be used towards future purchases made at Aerials.