

MISSED CLASSES AND MAKE UP POLICY FOR PULSARS GYMNASTICS

For All Programs (Excluding Team)

Pulsars Gymnastics is committed to excellence in serving all customers in a fair and transparent manner. It is for this reason that we have established the following Missed Classes and Make Up Policy. To maintain consistency and fairness these policies apply to all customers and no exceptions can be made.

Notification

If you or your child will be missing a regularly scheduled program, we appreciate being notified. Please make our administration aware by emailing info@pulsars.ca or calling us at 905-836-2209. For refunds or withdrawals please see our Refunds or Withdrawal Policy.

Missed Classes (Active Start, Recreational, Adaptive, Developmental, Active for Life)

If your child cannot attend classes for any reason beyond our control (vacation, illness, birthday parties, etc..) we do not offer refunds, credit, or make up classes.

If classes are cancelled due to inclement weather, power outages, or other forces beyond our control, we do not offer refunds, credit, or make up classes.

If classes are cancelled as a result of forces within our control (coach sickness, gym closure, etc) we will provide a credit on your family's account.

Make Up Classes

To ensure that we provide the best gymnastics programming with proper coach to athlete ratios we do not offer make up classes for any program. There are no exceptions to this rule.

Missed Summer Camp or March Break Camp Days

Campers who miss a day of camp for any reason beyond our control (vacation, illness, birthday parties, etc..) we do not offer refunds, credit, or make up camp days.

If camp is cancelled due to inclement weather, power outages, or other forces beyond our control, we do not offer refunds, credit, or make up classes.

Missed Kids Night Out

Athletes who miss Kids Night Out for any reason beyond our control (vacation, illness, birthday parties, etc..) we do not offer refunds, credit, or make up Kids Night Out

If Kids Night Out is canceled as a result of forces within our control (coach sickness, gym closure, etc) we will provide a credit or refund on your family's account.

February 1st, 2024
Pulsars Gymnastics reserves the right to amend this policy at any time.