WITHDRAWAL AND REFUND POLICIES 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 withdrawal and refund policies. For make ups or missed classes please see our Missed Classes and Make Up Policy.

Notification

All refund & withdrawal requests must be made by email, through our IClassPro customer portal, or in person at the front desk. Please allow up to 5 business days for us to get back to you.

Refund Administration Fee

Effective immediately, Pulsars Gymnastics Club will apply a **5% administration fee to all refunds processed**.

The 5% administration fee will be deducted from the total refund amount.

This policy applies to **all** approved refunds for recreational and competitive programs.

By registering for a program with Pulsars Gymnastics Club, families acknowledge and agree to this refund administration fee.

Registration and Gymnastics Ontario Insurance Fees

- All Registration and Gymnastics Ontario Insurance Fees are non-refundable; refunds and credits cannot be issued.

Withdrawal or Refunds for Active Start, Recreational, Developmental, Adaptive, & Active for Life Classes

- Prior to the start of your class, we can issue a full refund.
- Once the program has started, tuition for the first month of your program is non-refundable. We encourage you to try the first month.
- To cancel your enrollment, notice via email, front desk, or online parent portal, must be provided by the 20th of the month to avoid being charged for the following month. Your enrollment will remain active, and payment will still be required, through the end of the month in which notice is given. Cancellations cannot take effect mid-month or retroactively.
- You are financially responsible for your program until you tell us you want to drop, no refunds are provided for missed classes

Withdrawal or Refunds for March Break Camp and Summer Camp

- Withdrawals 2 weeks or more before the week of camp starts: Pulsars Gymnastics will issue you a full refund.
- Withdrawals within 2 weeks and up until the Wednesday before the week of camp starts: Pulsars Gymnastics will issue you a credit on your family's account.
- The Wednesday before camp starts and beyond: No refunds or credits can be provided.

Withdrawal or Refunds for Kids Night Out

- Withdrawals prior to 72 hours before Kids Night Out: Pulsars Gymnastics will issue you a full refund.
- Withdrawals less than 72 hours before Kids Night Out: Pulsars Gymnastics will not issue you a refund or credit.

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Pulsars Gymnastics reserves the right to amend this policy at any time.