



## **PERFECT STORM PAYMENT & REFUND POLICY**

### **Payments**

1. Payments may be made at the time of registration by any of the following means:
  - a. Online using Visa or MasterCard in JackRabbit..
  - b. Over the phone using Visa or MasterCard.
  - c. In person at the gym: cash, debit, Visa, or MasterCard. \*Please note, this option is suitable for one-time payments, not recurring monthly payments.
2. Regular fees for prep and all-star programs are processed on the first business day of each month. All other fees are due at the time of registration and may be processed at any time.
3. The first program fee or class fee must be paid prior to the athlete's first practice/class. No exceptions.
4. Payment must be made in full at the time of registration to ensure a spot in a class.
5. A \$40 NSF/late fee will be assessed to any declined credit card payment or bank withdrawals that are returned. Accounts that are not paid on the due date will also have a \$40 late fee assessed.
6. Athletes with outstanding accounts may not be permitted to practice.
7. Any accounts requiring split payments will be charged a \$50 "special arrangements fee" per season. Splitting payments is done manually and requires additional time and effort.
8. GST is added to all fees.

### **Refunds & Withdrawals for All-Star, Prep Plus and Prep Teams:**

1. Withdrawals before the first scheduled All Star, Prep Plus, or Prep team practice, will receive a refund of fees paid less a \$150 administration fee.
2. There are no refunds on All Star, Prep Plus, or Prep fees after the third scheduled practice. If withdrawing from the program before the end of the third practice, a refund of fees paid in the initial payment minus a \$200 administration charge will be given.
3. Withdrawals from the program after the third scheduled practice will receive no refund on fees already paid. Additional fees and charges as per the payment schedule will cease 14 days after notice has been given in writing.
4. Withdrawals must be made in writing to [info@perfectstormathletics.com](mailto:info@perfectstormathletics.com)
5. There are no refunds on uniforms, clothing, or shoes.
6. There are no refunds on travel and or competition fees.

**Overdue fee procedure:**

- On the day of processing, a notice is sent to accounts that come back declined or not paid and a late/decline fee is posted to the account.
- Day 5 – 2nd overdue notice sent and the athlete will sit out of practices until fees are paid
- Day 20 – 3rd overdue notice sent and the athlete is removed from routine elements

**Refunds & withdrawals for Recreational Teams/Classes, Tumbling Classes, Multi-day Summer Camps, and other multi-class training:**

1. More than 30 days prior to the start of the class: fee refunded minus a 20% cancellation fee.
2. 15-30 days prior to start of class: fee refunded minus a 30% cancellation fee.
3. Less than 15 days prior to class start to the start of second class: fee refunded minus a 50% cancellation fee.
4. After the first class: no refund
5. All withdrawals from monthly tumbling classes must be made in writing to [info@perfectstormathletics.com](mailto:info@perfectstormathletics.com).
6. Additional fees and charges as per the payment schedule will cease 14 days after notice has been given in writing.

**Refunds for tumbling clinics, single day or half day camps, and other “one time” classes:**

1. More than 30 days prior to the start of the class: fee refunded minus a 20% cancellation fee.
2. 15-30 days prior to start of class: fee refunded minus a 30% cancellation fee.
3. 14-7 days prior to start of class: fee refunded minus a 50% cancellation fee.
4. Less than 7 days prior to class start to the start of second class: no refund.

**Funding**

We recognize that some families apply for funding through agencies such as Jumpstart and/or Kidsport. Ideally all funding money is to be received before the start of the first class; however, we recognize that this is not always possible. As such, recreational athletes who are applying for funding must pay a \$50 deposit if they do not have their funding in place before the first class. If we do not receive full payment/funding by the start of the 3rd class, the athlete may not be permitted to participate.

**Fundraising**

Money earned through fundraising will be applied to your account as soon as it is received from the parents' association. This transfer of funds can take up to 6 weeks to process following the completion of a fundraiser so please do not expect the money immediately following the conclusion of a fundraiser. Please note that credits earned from fundraising are not available for use until the parent association has completed their accounting on the fundraiser and transferred the funds to Perfect Storm Athletics and payments cannot be held in anticipation of fundraising credits.

### **Special Arrangements**

We understand that from time to time circumstances arise that may result in a request for special arrangements of payments. We do our best to accommodate this whenever possible but late fees may still be applied. All requests for special arrangements must be done through Tasha Brennan. This will reduce errors and misunderstandings. If parents are splitting payments, a \$50 admin fee per season will be applied.

Email: [tasha@perfectstormathletics.com](mailto:tasha@perfectstormathletics.com).

We have a “no pay, no play” policy in effect. Athletes whose accounts are not up to date may not be permitted to practice until their account is in good standing.

If classes are cancelled due to health restrictions, credits will be issued to accounts.

\*\*Withdrawal from any program must be done in writing to [info@perfectstormathletics.com](mailto:info@perfectstormathletics.com) \*\*