

CHEER SPORT SHARKS

Master Document for: Cancellation, Refund, Withdrawal for CSS programming

(In effect for May 2024 - April 2025 Programming)

In order to protect our families financial commitment to Cheer Sport Sharks (CSS), we have laid out all refund, cancellation, return and alternative payment policies. During the registration process the applicable policy will be highlighted. This document is meant for reference only and subject to change at the discretion of the CSS (and registered affiliates). Please direct any requests or questions to the appropriate staff member listed on the last page of this document or info@cheersportsharks.com.

*Policies in effect for the dates noted above.

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Gym-wide Closure : In place for ALL programming

Any gym wide cancellations due to inclement weather or extenuating circumstances:

- Competitive Team Practices - will be made up at the discretion of Cheer Sport Sharks. This may include additional scheduled time when reopened and/or virtual training opportunities
- ALL Semi-private and private lessons (skills or tumbling) will be given credit. This credit is NOT eligible for a refund. Note: If a multi pass was used for initial booking of drop in classes, the pass will be added back to the account for future use. This refunded pass must be used during the current season and will not carry through to future seasons.
- Any session based programming (Tumbling, skills, recreational, etc.) is NOT eligible for refund or credit.

Competitive Teams : Novice, Prep, All-Star, Worlds

Withdrawal

Timeline:	Refund/Credit Options
Within 10 days of first team payment	100% Refund *cooling off period*
11-90 days after first team payment (3 months)	75% of fees not already allocated* by the gym on the athlete's behalf will be refunded
91-180 days after first team payment (6 months)	65% of fees not already allocated* by the gym on the athlete's behalf will be refunded
181+ days after first team payment (after 6 months)	No Refunds will be issued.

** Novice refunds will be based off start date of programming not first payment as there could be a large gap between first payment and start of team programming.

Withdrawal requests must be emailed at least 10 days' prior to any scheduled payments to allow for adjustments. If 10 days notice is not provided via email, Cheer Sport Sharks has the right to process the next scheduled payment.

All withdrawal requests must be made via email to program managers and/or accounts@cheersportsharks.com. Texts, phone calls, or in person conversation will not be accepted for withdrawals. Refunds take 2-3 weeks to fully be processed.

*Definition for "allocated fees": Any monies paid out or planned to be paid out within 15 days of the request on the athletes behalf. This includes, but is not limited to, monthly training fees (these will not be prorated after the first of the month), insurance, apparel fees, social fees, choreography, music fees, any competition fees already registered for and/or hair accessories.



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Removal

Any athletes/families that are asked to leave the program for any reason will have **all monies paid forfeited**. Reasons for removal include but are not limited to: not following policies outlined by CSS and any associated organizations, non-payment, inappropriate behavior, negativity or inappropriate behavior in the viewing rooms or online and/or inappropriate conduct at CSS events including competitions. There will be no option for refund of any fees paid for the team. Any Multipasses will be canceled in accordance with the Multipass policy.

Drop In Based Classes/Camps:

Including but not limited to Tumbling, Skills, Recreational, and Single Day Camps.

Timeline:	Refund/Credit Options
15+ days prior to start date of the class/camp	100% refund available.
Between 8-14 days prior to start date of the class/camp	100% credit available.
Less than 7 days prior to start date of the class/camp	No refunds or credit available.

Notes:

- Any late arrival will shorten the class time and will not be made up by running into the coaches next scheduled class.
- Emergency absences will be considered on an individual case by case basis by CSS.
- Drop-in classes booked with a multipass will be subject to the Multipass policy.

Session Based Activities

Including but not limited to Tumbling, Skills, Recreational.

Timeline:	Refund/Credit Options
15+ Days prior to the start of the session based activity	100% refund or credit is available minus a \$25 + HST administrative fee.
Between 8-14 days prior to the start of the session based activity	100% refund or credit to account is available minus a \$50 + HST administrative fee.
Less than 7 days prior to the start of the session based activity	100% credit to account is available minus a \$50 administrative fee. Difference is refunded or credited
After the Start date and up to 40% session completion	Any withdrawals will be processed on a prorated credit only basis. There will be a \$50 administrative fee deducted from any eligible credit.



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Notes:

- Session-based activities are restricted to the specific athlete that was enrolled in the session. This means the spot may **not** be sold to another athlete.
- Refunds or credits will not be given for any class(es) the athlete is unable to attend in session based activities
- Any eligible refunds may take 2-3 weeks to fully be processed.

Full Week Camps

Timeline:	Refund/Credit Options
15+ days prior to start date of camp	100% refund is available minus a \$50 + HST administrative fee.
Between 8-14 days prior to start date or camp	100% credit is available minus a \$50 + HST administrative fee.
Within 7 days of the start of camp	No refunds or credit available.

Notes:

- Applies to day camps 3+ days long.
- Requests to process a withdrawal from a camp must be submitted via email to the appropriate staff listed at the end of the document.
- Any eligible refunds may take 2-3 weeks to fully be processed. Single Day Camps will adhere to the drop in class policy.

Multipasses

Timeline:	Refund/Credit Options
Up to 180 days after first payment for multipass	Cancellation processed based on number of classes used and total amount paid for the multipass. Classes billed at full rate. Any available credit or refund will be subject to a \$50 + HST administrative fee
181+ days after first payment	No refunds or credit available.

Notes:

- Requests to process a cancellation of an entire multipass must be submitted via email to the appropriate staff listed at the end of the document or info@cheersportsharks.com
- Multi passes are for athletes that are registered to an All Star, All Star Prep or Novice team ONLY.



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- Various types of multipasses are offered throughout the year depending on the programming we are running. (Tumbling, Class Cards, Etc)
- **All multi passes are to be used within the current season (all passes expire APRIL 30th @ 11:59 pm unless otherwise noted).**
- Buying a Multipass is **OPTIONAL** and is at the responsibility of the family to use within the given timeframe of the program.

Miscellaneous: Rentals, Birthday Parties

Any rental cancellation or refund requests need to be submitted via email to the appropriate staff member and/or info@cheersportsharks.com. These requests are subject to a \$50 cancellation fee and will be assessed on a case by case basis. There are no guarantees that cancellation/refund requests made within 2 weeks of a rental date will be processed.

Gym Injury Policy

If an injury occurs within the gym and an athlete has a drop in class within 7 days, as long as notice is sent via email within 24 hours of the injury, we will credit the account for the specific class(es). However, if the injury exceeds the 7 day window it is the family's responsibility to adjust their schedules as needed. *This is strictly for injuries that happen within the gym. If an athlete is injured outside of the gym it is up to the family to sell any class that falls within the 7 day policy.*

Fins Pro Shop

Any FINS Pro Shop purchase of an **in-stock** item is eligible for a full refund within 7 days of the order being picked up/shipped as long as they have not been damaged, worn or washed. In stock items can also be exchanged or credited up to 14 days after the order has been picked up/shipped under the same terms.

Any **pre-order** FINS Pro Shop items can be returned for *exchange* or credit only, based on the availability of the items. This must be done within 14 days of the order being picked up/shipped. You will find if an item is "Pre-order" in the item descriptions in the Amilia store.

All returns or exchanges are based on availability of sizes and a staff member ensuring the returned item is in new condition and has not been worn.

Items purchased from November 1st- December 31st including Holiday Catalog items will be available for exchange or credit to account only up until January 14th of the following year as we recognize they may be Christmas gifts.

Warm Up Jackets / Uniforms/ Team Specific apparel

Any orders for uniforms or warm-up suits cannot be refunded or credited after the order is submitted with the supplier. Once the item is picked up by the purchaser, any size exchanges will be determined



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on an individual case by case basis and depend on inventory levels. All returns will be quality checked by a staff member to ensure the returned item is in new condition and has not been worn.

Scrunchies are personal items and therefore once picked up by the athlete/family are final sale.

Staff Contacts

Staff / Programs	Program	Email address
Kat Amass	Team Apparel Manager	kat@cheersportsharks.com
Jenn Pollock	Customer Care Director & Fins Pro Shop Manager	admin@cheersportsharks.com
Jade Loehle	Rental Coordinator	SharkSportCo@gmail.com
Carly Robinson	Novice Coordinator	novice@cheersportsharks.com
Ellie Spowart	Operations & Kitchener Program Manager	ellies@cheersportsharks.com
Amy Ridley-Bowles	Affiliates & Ancaster Assistant Program Manager	amy@cheersportsharks.com
Sam Riem	Ottawa Program Manager	ottawa@cheersportsharks.com
Korri Robinson	Competition Coordinator	korri@cheersportsharks.com
Ashleigh Dodunski	Milton Program Manager	milton@cheersportsharks.com
Madi Mitchell	Tumbling Coordinator	tumbling@cheersportsharks.com
Carli Thomas	Camp and Recreational Manager	carli@cheersportsharks.com
Jodi Cairns	Family Account Manager	accounts@cheersportsharks.com
Kellie Stamp	Financial Director	kellie@cheersportsharks.com
Ali Moffatt and Alana Potter	Co-Owners	info@cheersportsharks.com



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