



PERFECT STORM PAYMENT & REFUND POLICY

All fees are due on the dates listed. We endeavour to post fees to your account in JackRabbit (our registration software program) 5 days prior to their due date. You may log into your account at any time to review your charges and payments. You may also make additional payments or pre-payments onto your account at any time. Every family is required to have a pre-authorized payment form completed and billing information on file in JackRabbit. Fees not paid by due dates will incur a \$40 late fee. Declined credit cards and NSF bank withdrawals will also incur a \$40 fee. We process payments through our payment system on the 1st business day of each month for most fees, and occasionally on alternate dates for special payment such as travel fees. These payments will always be communicated well in advance. Our advertised prices do not include GST.

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. Once funding has been approved, the confirmation email should be forwarded to tasha@perfectstormathletics.com. If we do not receive funding confirmation by the start of the 3rd class, the athlete may not be permitted to continue until such confirmation is received.

Money earned through fundraising will be applied to your account by/on the 27th of each month. This transfer of funds can take up to 6 weeks to process following the completion of a fundraiser. If payments are due, they cannot be held while waiting for fundraising money to be applied to your account. Please note that credits earned from fundraising are not available for use until the parents' association has completed their accounting on the fundraiser and transferred the funds to Perfect Storm Athletics.

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 our central accounts manager, Tasha Brennan. This will reduce errors and misunderstandings. Email: 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.

All-Star Cheerleading Refunds & Withdrawals

- Program fees are not refundable once paid.
- Uniform & jacket - no refunds once paid
- Team tuition (due on 1st business day of each month) – no refund once it has been paid.
- In general, if an athlete is injured short term and will be out less than 30 days, there is no refund or reduction of tuition. If an athlete is injured and will be out for over 30 days, monthly tuition will not be charged beyond the first 30 days. All injuries will be dealt with on an individual basis and should be communicated to coaches and management immediately.

Prep Cheerleading Refunds & Withdrawals

- Program fees are not refundable once paid.
- Uniform & jacket - no refunds once paid.
- Team tuition (due on 1st business day of each month) – no refund once it has been paid.

Programs that are 6-16 classes (including recreational cheer teams)

- More than 30 days prior to class start: Fee refunded minus a 15% cancellation fee.
- 15-30 days prior to class start: Fee refunded minus a 30% cancellation fee.
- Less than 15 days prior to class start to start of second class: fee refunded minus a 50% cancellation fee. After the start of 2nd class no refund.

Programs that are 5 classes or less (including camps & clinics):

- More than 30 days prior to class start: Fee refunded minus a 15% cancellation fee.
- 15-30 days prior to class start: Fee refunded minus a 30% cancellation fee.
- Less than 15 days prior to class start: No refund unless a doctor's note is provided. 50% refund with a doctor's note.
- Semi-private lessons require 48 hours notice for cancellation.

COVID POLICY - if any program is cancelled due to COVID, we will credit the full amount (if it has not started) or the remaining balance of the cost (based on the number of classes left) to your account to be used for any future classes or programs. This credit will never expire. If an athlete cannot attend a clinic due to quarantine requirements, we will credit the cost of the clinic if we have at least 48 hours notice. (We may request proof of need to quarantine.) This does not apply to regular classes.

Withdrawal from any program must be done in writing and emailed to your gym's manager.

Edmonton - edm@perfectstormathletics.com

Sherwood Park - shpk@perfectstormathletics.com

Calgary - calg@perfectstormathletics.com

Lethbridge - leth@perfectstormathletics.com