

REFUND POLICY

Refunds:

Granted up to 5 business days prior to the start of the program less 10% of the program's total fee. If cancellations are made within 5 business days of the program start date a 10% administration fee will be applied as well as a 25% late refund fee. E-mails time-stamped after 4PM on a Business Day will be considered received on the following Business Day. You will receive a response to let you that know your refund is being processed. No refunds will be granted after the start of the program, except in the case of a medical injury or emergency. Requests for refunds in the event of a medical injury or emergency must be made in writing with an original doctor's note. Transfers to another program must be made at least 5 business days before the program begins. Refunds cannot be given for trips, special events, facility reservations or passes.