

Date received: \_\_\_\_\_  
Office use only

# Club Aviva Refund Request Form



**Client Information:**

Customer Name (First & last): \_\_\_\_\_ Contact #: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Athlete Name (First & Last): \_\_\_\_\_

**Class you wish to be removed from:**

Class Name: \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_\_  
(Class type) (Day) (Time)

**Reason for Request:**

\_\_\_\_\_  
\_\_\_\_\_

**Payment Information:**

Amount Paid: \_\_\_\_\_ Method of Payment: \_\_\_\_\_

Proof of Payment Attached:   
**Office use only**

Date Paid: \_\_\_\_\_

Doctors Note Attached:   
**Office use only**

Amount Requested: \$ \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please note: All refunds are issued according to the policies on the back of this form.**

**(Office use only)**

Total amount paid: \$ \_\_\_\_\_

Less Membership (if applicable) \$ (- \_\_\_\_\_)

Less number of classes attended: \_\_\_\_\_ x \$ \_\_\_\_\_ /class = \$ (- \_\_\_\_\_)

Total (if used as non-transferrable credit for next session) \$ \_\_\_\_\_

Club Admin fee: Total \_\_\_\_\_ x 20% (excludes LL/DD) \$ (- \_\_\_\_\_)

Refund Amount if client does not want a credit in account \$ \_\_\_\_\_

Approved by: \_\_\_\_\_

Refunded by: \_\_\_\_\_ cheque/MC/Visa/credit in account Total: \$ \_\_\_\_\_

Athlete removed from class on (mo/day/year): \_\_\_\_\_

EFT stopped on (mo/day/year): \_\_\_\_\_

# Club Aviva Refund Policy



## Applicable to all refunds:

- Proof of payment is required for all refunds.
- All membership fees are non refundable and non transferrable.
- Refund requests are date sensitive and will not be accepted after the program has ended.
- Refunds will be issued using the original method of payment.

## Gymnastics Classes:

### Refund amounts **are calculated as follows:**

- If the session has not started:
  - All members are eligible for an 80% refund of the full session cost, excluding any membership fees paid. EFT agreements will be cancelled after the refund has been approved by Management.
- Once the session has started:
  - **Up to the date of the third class** – all members are eligible for an 80% refund of the cost of the remaining classes in the session. EFT agreements will be cancelled after the refund has been approved by Management.
  - **Dynamic Duo and Little Leapers (formerly known as Tumble Tot)– up to the date of the fifth class** – all members are eligible for a 100% refund of the cost of the remaining classes in the session. EFT agreements will be cancelled after the refund has been approved by Management.
  - **After the third class (fifth class for DD & LL)** – no refunds or credit will be given.

The only exception to this policy is for withdrawals due to medical reasons when a valid doctor's note is provided.

## Birthday Parties:

- No refunds or credit will be given for any birthday parties.
- Birthday parties may be transferred to a different date or time without loss of the deposit with minimum two weeks' notice before the party.

## Drop In Sessions:

- No refunds or credit will be given for drop in.

## Camps:

- Refunds for 80% of the camp fees will only be given with a minimum 2 weeks' notice of cancellation prior to the start date of the impending cancelled camp.
- Pro-rated refunds are NOT given for days absent or for any other reasons including injury or illness.
- All refund requests made 2 weeks in advance of the start of the camp must be submitted in writing on the Club Aviva Refund Request form.

## Sleepovers:

- No refunds or credit will be given for any sleepover.
- Sleepovers may be transferred to a different date, with a minimum of 2 weeks advance notice prior to the scheduled sleepover date.

## Deposits for Birthdays, Field Trips, and Sleepovers:

- All deposits are non-refundable.

## Merchandise

- All merchandise, such as t-shirts, leotards, grip bags, tape, grips, wrist bands, etc. is a final sale and non-refundable.