

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) \$ _____

Admin fee (prior to start date): \$25 \$ _____

Admin fee (session started): Total _____ x 20% (excludes PP/DD/LL 1) \$ (- _____)

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:

Club Aviva provides partial refunds in accordance to the following Refund Policy. A Refund Request Form must be completed and submitted to the office:

- Membership fees are non-refundable and non-transferrable.
- If the session has not started:
 - All members are eligible for refund of the full session cost (not including membership) minus an Admin fee of \$25. EFT agreement(s) will be cancelled.
- 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 once the refund has been approved by Management.
 - Dynamic Duo and Little Leaper 1 classes – up to the date of the fifth class – all members are eligible for a 100% refund (not including membership) of the cost of the remaining classes in the session. EFT agreements will be cancelled once any balance owed has been settled and Management has approved.
 - After the third class (fifth class for Dynamic Duo and Little Leaper 1 only) – 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 has been submitted to Management.
 - All Credits are held for 12 months, after that all funds under \$150 will become dormant and terminated. NO refunds at this time, credit use only.

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.