

# PERFECT STORM PAYMENT & REFUND POLICY

All-star and prep team payments are due on the dates listed in our program handbooks. All 4 locations' handbooks can be accessed through our website at [www.perfectstormathletics.com](http://www.perfectstormathletics.com). Please note that GST is added to all advertised fees.

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. 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 \$25 late fee. Declined credit cards and NSF bank withdrawals will also incur a \$25 fee. We process payments through our payment system on the 1<sup>st</sup> business day of each month for most fees, and occasionally on the 15<sup>th</sup> for special payment such as travel fees. 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 they should forward that email on to the location's email. If we do not receive funding confirmation by the start of the 3<sup>rd</sup> class, the athlete may not be permitted to continue until such confirmation is received.

Money earned through fundraising will be applied to your account as soon as it is received from the parents' association. 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 parent association has completed their accounting on the fundraiser and transferred the funds to Perfect Storm. This transfer of funds can take up to 6 weeks to process.

We understand that from time to time circumstances arise that may result in a request for special arrangements for payments. We do our best to accommodate this whenever possible. All requests for special arrangements must be done through our central accounts manager, Tasha. This will reduce errors and misunderstandings. Email: [tasha@perfectstormathletics.com](mailto: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 fee 1 due June 1. 50% refund until June 25. After June 25, no refund.
- Program fee 2 due July 2. 50% refund until Aug 23. After Aug 23, no refund.
- Uniform & Jacket due Aug 1. No refunds once ordered.
- Monthly tuition (due on 1<sup>st</sup> 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 compensation on 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 fee 1 due June 1. 50% refund until July 30.
- Program fee due July 2. 50% refund until Aug 30. After Aug 30, no refund.
- Uniform & jacket due Sept 1. No refund once ordered.
- Monthly tuition (due on 1<sup>st</sup> 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 start of 2<sup>nd</sup> 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 provided. 50% refund with a note.

\*All withdrawals must be done in writing to [lenth@perfectstormathletics.com](mailto:lenth@perfectstormathletics.com).