



KEMPTVILLE INFINITY INC. PAYMENT POLICY

By registering for classes at Kemptonville Infinity Inc., I acknowledge and agree to the terms outlined in this Payment Policy. I authorize Kemptonville Infinity Inc. to charge my credit card or withdraw funds from my bank account in accordance with the terms below.

Monthly Enrollment

Sessions are broken into 4 (September–December, January–March, and April–June and July - August).

- Once a session has ended you will be required to register for the next one to the appropriate class but please feel free to reach out if you need assistance.
- Monthly tuition is based on an average of four classes per month. If a month has five classes, no additional charge will be applied.
- Tuition will not be reduced in months where statutory holidays, gym closings, or snow days affect the schedule. The extra class in a month will be assumed to offset any missed classes.
- **December fees** will be prorated due to the Christmas closure, **March fees** will be prorated due to March Break. **June fees** will be prorated due to our summer gym closure.
- Continuous enrollment allows you to join classes at any time, subject to class availability. Tuition will be prorated accordingly for new enrollments (out of the 4 weeks of the month).
- Tuition is not prorated for absences.
- Absences are followed up after 2 missed classes and a drop may occur if more than 4 are missed consecutively without any communication from you.
- **Medical Leave:** If an athlete is off due to injury we will hold the spot for 2 months before a final check in to see if the athlete will be able to complete the session. A medical clearance may be required before an athlete can return to the gym. Tuition will be put on hold during that time.

Payment Terms

- **First month's tuition (prorated accordingly)** is due upon registration and will be charged to the credit card on file within one business day.
- Monthly payments are **due on the 20th of the month for the upcoming month**. If payment is received before the 20th by any other means, the credit card will not be charged.
- Payments may be made via:
 - **In-person** (cash or E-transfer).
 - **E-transfer** to **Management@KemptonvilleInfinity.com**, with the athlete's full name in the memo section.
- **Credit card on file** will be charged if the balance is unpaid by the 20th. If the 20th falls on a weekend or holiday, the card will be charged on the next business day.
- Any **declined payments** will have up to 5 days to contact us to make arrangements. Failure to settle delinquent tuition by the **1st of the month** will result in the student being marked inactive and unenrolled. A child on the waiting list may take their place.
- If financial assistance is required at any time, please email **Admin@KemptonvilleInfinity.com**.

Withdrawals & Refunds

- **Withdrawals** must be submitted by email to **Info@KemptonvilleInfinity.com** no later than prior to the 20th of the month prior to withdrawal. If proper notice is not received, a refund would be in the form of a credit towards other Kemptonville Infinity programs, or, upon request, a refund to the original payment method with a \$20 + tax administrative fee that will be deducted from the refund amount. The child can complete the remaining classes for the month if the classes are paid for, unless effective & refunded immediately.
- **No refunds** will be given for missed classes and tuition is **not prorated for absences**.

Family Discount

- A **10% discount** is available for families with three or more participants in our programs. Each athlete will receive 10% off their monthly tuition.

Gymnastics Ontario (GO) Fees

- This is a mandatory fee to be registered with Kemptville Infinity and applies to athletes, coaches and staff.
- A **non-refundable annual fee** of \$40.00 for Gymnastics Ontario applies to all recreational athletes (valid from July 1st through June 30th). With the exception of cheer athletes and other non-gymnastics programs that are covered under another insurance.
- Competitive athletes are required to pay an annual fee of \$100.00 comp membership fee + \$26.50 insurance fee (plus tax). *Please note higher comp levels pay higher fees.

Class Changes and Progression

- Coaches will monitor participants' progress throughout the year and may recommend class changes to better match a participant's skills and ensure continued growth.
- The **Program Director** will assist with class transfers as needed.
- If an athlete is recommended for the Pre-Competitive or Competitive program an email from the Program Director will be sent and an invite to come for a talent detection assessment. From there, a follow-up email with an invitation or a recommendation will be sent to the athlete or family email on file.

Camp and Special Event Policy

- All camp and special event fees are due at the time of registration unless prior arrangements have been made with the billing administrator before registration. Camp Registration must be paid in full prior to June 1st.

Discount

- Sibling discount will be stated per different events. If a discount is not provided at time of registration please email Admin@KemptvilleInfinity.com to adjust a credit.

Summer Camp Refunds

- **Refund Requests:** Summer camp refunds will only be processed if the request is made before June 1st of the calendar year. Refunds will generally be issued as a credit to your account for the full refund amount. In certain cases, a refund may be processed, but a \$20 + tax administrative fee will apply per child.
- **After June 1st:** No refunds will be issued after June 1st. However, you are welcome to find a participant to take your spot and make any necessary arrangements. Please notify us so we can update our records with the correct information.

Gymnastics Ontario (GO) Fees for Summer Camp Athletes

- A prorated mandatory GO insurance charge of **\$11.00 + HST** will be applied if a camper attends up to 5 days of camp.
- If the athlete returns for more than 5 days of camp, or signs up for a Fall/Winter/Spring/Summer session, they must be registered as a recreational athlete. The remaining insurance fee of **\$26.50 insurance fee + \$8.00 recreational athlete program fee (plus HST)** will be applied and paid to GO.
- These fees are non-refundable regardless of camper withdrawal.

Special Event Cancellations (e.g., Birthdays, KNO, Laser Tag, PD Days, etc.)

- **Cancellation Within 14 Days:** If you cancel your registration for a special event within 14 days of the event, your deposit/registration will not be refunded. However, you are welcome to find a participant to take the spot and make any necessary arrangements or let us know as we may have someone on the waiting list to take the spot so your \$ can be refunded, subject to a \$20 admin fee. Please notify us by email as soon as possible so we can update our records with the correct information.
- **Missed Events Due to Illness:** If your child misses a special event due to illness, we are unable to offer a refund. The event has been planned and staffed based on the confirmed number of participants, and we are unable to adjust for last-minute absences. However, you may find another participant to take your child's spot, or you can "sell your spot" to someone else. Please notify us of any substitutions to ensure we have the correct information.