

# Kemptonville Infinity Policies

## TUITION/PRICING

Monthly continuous enrollment: Payments are made monthly and you don't have to worry about your spot being taken! You are guaranteed your spot for the entire season (September-June),

Our monthly tuition payments are based on an average of four classes per month. No additional charge is assessed for months that offer five classes. In months where holidays, gym closings, snow days, etc. affect the schedule, tuition is not reduced, presumably accounted for by months with 5 weeks. December fees will be prorated to reflect our two week Christmas closure.

We offer continuous enrollment so you can join the class at anytime as long as there are spots available in the class. We will pro-rate the tuition accordingly in this case.

Tuition is not prorated for absences.

Payment for the first month of classes is due at the time of registration - it will be charged to the credit card on file within one business day of registration.

\*Spot in the class is guaranteed as long as you don't withdraw and fees are up to date.

# PAYMENT POLICIES

\*\*\*Each family is required to have a credit card on file for payments. Please register with your information online.

**Tuition is paid monthly** - tuition is due on the 20th of the month for the following month.

If payment is made prior to the 20th of the month by one of the options listed below, your credit card on file will not be charged.

Payments may be made in person with cash or cheque. Please make cheque payable to Kemptville Infinity, and include the athlete's full name in the memo portion of your cheque. A \$20 fee will be assessed for any returned cheques.

Any remaining balances by the 20th of the month will be charged to the credit card on file. If the 20th of the month falls on a weekend or holiday, the card on file will be charged the next business day.

If there are changes to your credit card, the new information must be received by the 20th of the month. If your payment is declined for more than one month, you will be charged a \$20 NSF fee.

If delinquent tuition is not paid before the first of the month, your child(ren) will be marked inactive by the computer and will be un-enrolled. Children on the waiting list will then be contacted to take their place.

If any sort of financial assistance is required, please email the Operations Coordinator ([programs@kemptvilleinfinity.com](mailto:programs@kemptvilleinfinity.com)) prior to registration.

# WITHDRAWAL POLICIES

If you need to become inactive in the program, you must notify the Operations Manager (programs@kemptvilleinfinity.com) by email no later than the 20th of the month prior to withdrawal. We do not accept withdrawals over the phone.

**Please note:** unless we receive proper notice by email prior to the 20th of the month, you are responsible for 50% of the next month's tuition.

## FAMILY DISCOUNT

There is a 10% discount for families with three or more participants in our programs.

## MAKEUP POLICY

Because of our strict student to coach ratio, missed classes will not result in makeup classes, prorated tuition, or refunds. We will always do our very best not to cancel classes unless absolutely necessary due to weather or safety issues.

## CLASS CHANGE POLICY

Coaches will monitor progress of all participants throughout the year, and may recommend a class change to better challenge the participant and allow for skill growth. The Operations Coordinator will assist with finding a suitable class and transferring the registration.