



I. Kinetic Kids Class Make Up Policy

Class schedules will be sent out prior to the first class with the welcome letters. Welcome letters are sent via email unless no email is listed, and in that case, participants will be telephoned OR mailed the information.

If a class is cancelled due to weather, all attempts will be made to logically make up the class within a reasonable amount of time. This is often dependant on facility availability, staffing, and other program conflicts. There is no guarantee a class will be made up.

If a class is cancelled due to a Kinetic Kids issue or holiday, all attempts will be made to logically make up the class within a reasonable amount of time. This is often dependant on facility availability, staffing, and other program conflicts and there is no guarantee a class will be made up. All attempts will be made and on occasion we may combine classes with a similar program in one of our other facilities.

There will be no more than one class cancelled without a make -up scheduled within a season.

If a class is cancelled without a make-up time rescheduled, there will not be a refund for that class. Please know that Kinetic Kids discounts each program to a minimum (fees are only 25% of true cost of programming) so all children are able to participate.

II. Kinetic Kids Attendance/Absence Policy

If a participant is unable to attend a class, please make all attempts to contact the program director and/or administrative assistant to let them know.

If a participant does not attend the 1ST CLASS of a session and has not called or emailed an explanation, the spot will be released to the next person on the waiting list, when applicable.

If a participant is unable to attend a class due to illness, conflicting appointments, or other family engagements, there will be no make- up class for this absence. Additionally, you will not be able to attend another class of the same sport or program. (ie: attend champion swimming b/c you will be too late for your all-star swim class).

We encourage all families to make a commitment to attend the scheduled class times. If a participant is on scholarship and there is inconsistent attendance in the programs within a season, Kinetic Kids reserves the right to review enrollment and scholarship status for future programs.



III. Refund Policy

- A. For a family new to Kinetic Kids' programs, there is an option to register and hold payment until after the first class if a parent is unsure if their child will be successful. **THIS DOES NOT APPLY TO SWIM CLASSES. THERE IS NO TRIAL CLASSES ALLOWED FOR SWIM PROGRAM.** If you decide after the first class to stay enrolled in the class and later you withdraw your child, your payment will not be refunded.

- B. Kinetic Kids will not refund entry fees after the first class is complete. Kinetic Kids will allow a new family to come to a "trial" class (see above). Once the first class is complete, Kinetic Kids will not refund entry fees. Programs are designed and customized for a specific number of children. Kinetic Kids staffs according to the number of children registered. If you decide after the first class to stay enrolled in the class and later you withdraw your child, your payment will not be refunded.