

Please note that Alberta Gymnastics Federations Membership and Insurance Fees are non-refundable.

WWGC Class Cancellation/Refund Policy

Unfortunately, we are unable to offer refunds on processed class tuition fees. Failure to attend classes does not constitute cancellation or withdrawal from the program, and therefore is ineligible for a refund. Please see our Notice of Withdrawal 26/27 Policy for more information.

Medical or Emergency Situations

In the event of a medical emergency that prevents a registered participant from attending classes, the 30 days Notice of withdrawal can be waived. Such requests will be subject to review and approval by management. Please provide supporting documentation, such as a medical certificate, when requesting unenrollment from classes due to a medical emergency.

Illness

For absences due to minor illnesses during classes, refunds or makeup classes will not be provided. We do provide makeup classes for the months of July and August due to lower class enrollment. Absences for scheduled makeup classes are not eligible for refunds.

Class Cancellation

In the unlikely event that we must cancel classes due to circumstances beyond our control (e.g., natural disasters, public health emergencies, insufficient staffing), registered participants will be promptly notified. In such cases, a credit for the missed class will be provided on your Jack Rabbit account.

Program or Class Cancellation by WWGC

WWGC reserves the right to cancel, combine, reschedule, or modify classes or programs due to insufficient enrollment, staffing

requirements, facility availability, or other operational reasons. In the event that a program is permanently cancelled by WWGC, affected families will be provided with information regarding available alternatives, account credits, or refunds for any eligible prepaid fees.

Annual Memberships

Annual membership contracts that have lapsed or expired are not eligible for refunds or back-dated discounts. Annual Members receive reminders regarding upcoming contract expiration dates and are responsible for renewing or taking any necessary action prior to the contract's expiry to avoid any interruption in their membership discount.

Example: If your annual membership expires on September 30 and you do not renew until December 1, your renewed membership and discount will begin in December. We cannot apply the membership discount to fees from October or November.

Refund Processing Policy

In the event that a refund is approved due to an administrative error or other administrative purpose, please allow **3–5 business days** for the refund to be processed to the original method of payment. Processing times may vary depending on the original method of payment and financial institution. In the event of over-payment, this amount may be left on the account to cover upcoming fees or refunded to the original payment method. This is assessed on a case-by-case basis.

Vacation Absence and Refund Policy

Absences resulting from personal vacations or other voluntary travel are not eligible for refunds, partial refunds, account credits, or prorated tuition adjustments. Families are responsible for all applicable program fees during their child's absence.

AGF Membership Fee

The \$55 AGF Fee paid at the beginning of registration is a non-refundable annual insurance fee required by the Alberta Gymnastics Federation (AGF). The AGF membership year runs from July 1st of the current year to June 30th of the following year.

This fee is remitted outside of the club and is not retained at the club level. Therefore, once paid, the AGF Fee is ineligible for a refund, including in the event of withdrawal or cancellation of registration.

Exceptions

Requests for exceptions to this policy may be considered on a case-by-case basis. Approval of an exception in one circumstance does not establish a precedent or guarantee approval of future requests. All decisions regarding exceptions, credits, and refunds are at the discretion of WWGC management.