Cancellation and Registration Policies

24 hour cancellation policy for lessons and rentals:

Frozen Ropes enforces a 24- hour cancellation policy for all private and semi-private lessons and rentals.

Group class and camp registration policy:

All group class and camp registrations are non- refundable. Payment is necessary to secure a registered spot in any group class or camp. We do not offer refunds or credits if a class or camp day is missed. Each session we offer has the proper staffing required for the enrollment. If the number of players changes for a particular day, this does not alter the staffing that has been scheduled for an event. We do not offer make-up classes as this alters the instructor to player ratio.

Cancellations by Frozen Ropes due to weather conditions:

Frozen Ropes reserves the right to cancel or call early dismissal for any event that may be impacted due to weather conditions. If Frozen Ropes makes a change to any schedule, you must contact Frozen Ropes regarding any changes.

If an entire day of an event is cancelled you will receive a Frozen Ropes credit for that day for the value of the day. Credit is valid for one year from the date of the cancelled program.

Birthday party deposits:

Deposits for birthday parties are non-refundable. The balance due for the party may be paid on the day of the party.