



Frozen Ropes – Union

24 hour Cancellation Policy

We have a 24 hour cancellation policy for **ALL** lessons, classes, clinics, and rentals.

If the event is not canceled prior to 24 hours of the event, you will be charged the full amount of the event.

If the player has a doctor's or medical note, this policy may be excused.

Refund Policy

Per Corporate, we **DO NOT** offer refunds, however the lesson, clinic, class, etc. value will be issued as a credit in the player's profile to reuse again at another time.

Cancellation by Frozen Ropes

Frozen Ropes reserves the right to cancel or call early dismissal for any event that may be impacted due to weather conditions or unforeseen staffing situations.

Frozen Ropes reserves the right to cancel any program due to lack of enrollment.