



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. Charges may be incurred.

Group class and camp registration policies:

- Payment is necessary to secure a registered spot in any group class or camp.
- Spaces will not be held without advanced payment.
- We do not offer refunds, make-up classes, or credits if a class or camp day is missed, unless a doctor's note is provided.
- Each session we offer has the proper staffing required for the enrollment.

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 an entire day of an event is cancelled you will receive a Frozen Ropes credit for that day for the value of that 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.